

Creation Date	TYPE	Category	Subscriber	Created By
04/03/2010 12:30:12	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		
04/03/2010 12:10:28	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.		
04/03/2010 12:09:11	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
03/29/2010 13:31:24	Escalated Call	CSM	847-744-5626	914819 - LATASHA IRV
System Text:		UserText:		
		Jim Chelmowski vid cl because he was upset about a \$300 check that he was waiting on and for a number that was ported out. could not hear the customer very well. call dropped, called customer back on the line ending in 5626 and there was no answer.....115389		
03/29/2010 13:22:04	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text:		UserText:		
CM - Interaction		:CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: BILL/INQUIRE ABOUT A BILL OR SPECIFIC CHARGE/MONTHLY RECURRING CHARGE RESOLUTION: EDUCATED - MONTHLY RECURRING CHARGE NOTES: CCI WANRTED TO GO OVER THE CHANGES ADVISED THE UST OF THE THE STATUS ON THE AACCOUNT COULDNT HEAR THE CUSTOMER CALL ESCALLLTED TO A SUPERVISOR XCCALL CLSOED RM4945 CREATED ON: 2010-03-29 14:21:42.0 CREATED BY: RX9335 (MENDOZA, ROBERT) CALLER: JIM CHELMOWSKI;OWNER:847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN: . THE W		
03/29/2010 12:59:18	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
03/29/2010 12:58:57	Restore BAN	BAN	- -	30261 - ORBIT - API
System Text:		UserText:		
BAN Restored (4 Subscribers). Effective: 03/29/2010. Reason: NON PAYMENT - AUTOMA.				
03/29/2010 12:58:43	Payment Received	FINN	- -	30210 - QUICKPAY - A
System Text:		UserText:		
Payment received. Payment deposit date: 03/29/2010. Amount: \$408.53. Method: CC. Source: SRVPYM		PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCODT643687315, AMOUNT: \$408.53		

Creation Date	TYPE	Category	Subscriber	Created By
03/29/2010 10:22:45	Suspend BAN	BAN	- -	30261 - ORBIT - API
System Text		User Text		
BAN Suspended (4 Subscribers) effective from: 20100329. Reason: NON PAY CACS-T SUSPE.				
03/23/2010 09:30:59	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text		User Text		
AUTODIALER HANDLED CALL - AMD-DETECTED - LEFT MESSAGE - CALLED: - DATE TIME CALLED: MAR 23 2010 9:25AM . THE WORKING USER ID IS DIALERSYS				
03/22/2010 09:26:48	Collection General	COLL	- -	1905393 - TIER 2 DIAL
System Text		User Text		
AUTODIALER HANDLED CALL - AMD-DETECTED - LEFT MESSAGE - CALLED: - DATE TIME CALLED: MAR 22 2010 9:24AM . THE WORKING USER ID IS DIALERSYS				
03/15/2010 18:36:49	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
03/15/2010 06:27:34	MAILED LETTER	DIAL	- -	30261 - ORBIT - API
System Text		User Text		
DUNNING LETTER SENT. LETTER: TLSUS1 LETTER NAME: PRE SUSPEND LETTER LETTER DATE: 03/15/2010 . THE WORKING USER ID IS :ORBIT				
03/14/2010 05:53:22	EMAILED DUNNING	BAN	- -	30261 - ORBIT - API
System Text		User Text		
EMAIL DUNNING LETTER SENT		DUNNING EMAIL SENT. ACCOUNT ID:254633342 NAME:JIM CHELMOWSKI EMAIL ADDRESS:CHELMOWSKI@COMCAST.NET EMAIL REQUEST DATE:20100314025031 EMAIL TEMPLATE ID:EMA002 PAST AMOUNT DUE:204.64 TOTAL AMOUNT DUE:408.53 BILLING DATE:20100305 . THE WORKING USER ID IS :ORBIT		
03/09/2010 02:36:20	Collection General	COLL	- -	1902048 - EDD API ID
System Text		User Text		
COLLECTION SMS DUNNING SENT TO 847-768-0000 ON 08/03/2010 . THE WORKING USER ID IS :EDDSYSID				
03/02/2010 13:37:50	Office of the Pres	COLL	847-768-0000	25807 - JAMES CAMBI
System Text		User Text		
OOP Escalation		oop manager call back called customer and lm with direct line....jim camberis		

Creation Date	TYPE	Category	Subscriber	Created By
03/01/2010 13:29:28	Office of the Pres	COLL	847-744-5626	25775 - TENE BURSE
System Text:		UserText:		
OOP Escalation		OOP: I called Mr. Chelmowski back to assist with his call forwarding request. Mr. Chelmowski stated that he had issue with numbers not being ported and believes that it is AT&T's error. I explained to Mr. Chelmowski that incomplete information was provided by OSP and therefore port request was denied-not an AT&T error. I agreed to assist with call forwarding numbers via snooper and that wireless receiving calls would incur minutes. Mr. Chelmowski continue to state that he continues to lose money with AT&T		
03/01/2010 08:57:16	Office of the Pres	COLL	847-768-0000	25775 - TENE BURSE
System Text:		UserText:		
OOP Escalation		OOP: I received a call from Mr. Chelmowski to contact him to discuss his account. I spoke with Mr. Chelmowski this morning and he is requesting to have all his calls forwarded to 847-768-0000. He did not have time to discuss and requested that I cal him back around 1pm. I did explain that port issue was do to incomplete information received and case has been closed. T.Burse/oop		
02/27/2010 10:32:00	14-day delinquent	FINN	847-744-5626	30143 - REVERSE LOG
System Text:		UserText:		
14 days have passed and damaged handset has not been received		14 DAYS HAVE PASSED AND DAMAGED HANDSET HAS NOT BEEN RECEIVED. THE WORKING USER ID IS :RLUSER		
02/11/2010 20:51:10	Upg Elg Check Result	SUB	847-917-2384	30158 - IVR - API ID
System Text:		UserText:		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.		
02/10/2010 15:57:27	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text:		UserText:		
CM - Case		::CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: CLOSED SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: CLOSED NOTES: -> CLOSED CASE RESOLUTION: RESOLVED - NO CREDIT GIVEN DATE COMPLETE: . THE WORKING USER ID IS :JC1073		
02/09/2010 09:45:31	Payment Received	FINN	- -	30210 - QUICKPAY - A
System Text:		UserText:		
Payment received. Payment deposit date: 02/09/2010. Amount: \$314.70. Method: CC. Source: SRVPM		PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCODT625490332, AMOUNT: \$314.70		
02/09/2010 09:44:33	CC Payment Failed	SUB	847-744-5626	30210 - QUICKPAY - A
System Text:		UserText:		
QuickPay Failed CC Payment		PYMT FAILED:COLAM-02/09/2010-07:43:31-\$314.7-CVV-(1018) . THE WORKING USER ID IS :COLAM		
02/09/2010 06:01:55	Replacement shipped	FINN	847-744-5626	30143 - REVERSE LOG
System Text:		UserText:		
Return replacement order has been shipped		RETURN REPLACEMENT ORDER HAS BEEN SHIPPED. . THE WORKING USER ID IS :RLUSER		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:15:58	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Interaction		<p>CLARIFY: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/CONNECTIVITY - CALL QUALITY/DROPPED CALLS RESOLUTION: 2-STRIKE EXCHANGE NOTES: MARIA VIOLETA CATBAGAN/ANDRES/CVG/XBM/PHIL -/SPOKE TOJIM CHELMOWSKI/ RICHARD GARTANIEN-CUSTCARE BLUETOOTH ISSUE, DOESNT PAIRBUT PAIRS W/ ANOTHER PHONE /DROPPED CALLS -BEST LOCATION PER MTI -HVNT TRIED SIM CARD IN DIFF DEVICE YET -REFUSED MORE T/S AND THREATENING TO CXL SVC , LTV3 AND CHURN 4, REQUESTING M/M CHANGE AND INSISTING ON TILT 2, THREATENING TO C</p>		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:14:46	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOG
System Text		User Text		
XBM NOTES		<p>MARIA VIOLETA CATBAGAN/ANDRES/CVG/XBM/PHIL - WIRELESS# -8477445626 * ACCT HOLDER/SPOKE TOJIM CHELMOWSKI/ RICHARD GARTANIEN-CUSTCARE VID -SSN IMEI -359026027603390 011630000510173 MAKE/MODEL -LG SEED STOCK CT810 INCITE (SILVER 1ST DATE OF ACTIVATION -01/13/2009 2:20 PM ISSUE/PROBLEM/RESOLUTION BLUETOOTH ISSUE, DOESNT PAIR W/ HIS PHONE BUT PAIRS W/ ANOTHER PHONE /DROPPED CALLS -BEST LOCATION PER MTI -HVNT TRIED SIM CARD IN DIFF DEVICE YET -REFUSED MORE T/S AND THREATENING TO CXL SVC , LTV3 AND CH</p>		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:14:34	RMA approved	FINN	847-744-5626	30143 - REVERSE LOG
System Text		User Text		
RMA has been approved and replacement order has been created		RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED THE WORKING USER ID IS :RLUSER		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:14:32	RMA approved	FINN	847-744-5626	30143 - REVERSE LOG
System Text		User Text		
RMA has been approved and replacement order has been created		RMA54392613 HAS BEEN APPROVED WITH RMA TYPE XBM. . THE WORKING USER ID IS :RLUSER		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 12:14:17	Upd Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		
02/08/2010 12:13:21	Upd Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		
02/08/2010 12:00:06	Upd Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		
02/08/2010 12:00:06	XBM NOTES	CSM	847-744-5626	30143 - REVERSE LOC
System Text		UserText		
XBM NOTES		CSR OVERRIDE NEED TO PROCESS DIFF M/M EG051D . THE WORKING USER ID IS :RLUSER		
02/08/2010 11:59:52	Upd Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		
02/08/2010 11:54:32	Upd Elg Check Result	SUB	847-744-5626	30143 - REVERSE LOC
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		
02/08/2010 11:33:26	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Interaction		CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM RESOLUTION: REFER TO XBM-E-CARE ONLY NOTES: CUST HAS ISSUES WITH DEVICE AGAIN, TRANSFERED TO XBM WITH SAME PROBLEM WITH OTHER PHONE CREATED ON: 2010-02-08 12:31:54.0 CREATED BY: RV351Q (VARTANIAN, RICHARD) CALLER: JIM CHELMOWSKI;OWNER:847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :RV351Q		
02/08/2010 11:29:36	Upd Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2010 11:20:55	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elg Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elg Date:06/14/2010.		
02/08/2010 11:19:41	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elg Date:None.		
02/08/2010 10:38:09	14-day delinquent	FINN	847-744-5626	30143 - REVERSE LOC
System Text		User Text		
14 days have passed and damaged handset has not been received		14 DAYS HAVE PASSED AND DAMAGED HANDSET HAS NOT BEEN RECEIVED. THE WORKING USER ID IS :RLUSER		
02/08/2010 09:19:44	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		:CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402		
02/08/2010 08:47:14	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		:CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :TB1352		
02/08/2010 08:34:51	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		:CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :TB1352		
02/05/2010 15:31:12	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Interaction		:CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/WLNP INQUIRY OR PROBLEM/WLNP ISSUE RESOLUTION: PROVIDED PORTING STATUS NOTES: MGR AMY ALGUIRE ABOUT TO ATTEMPT 3RD CALL BACK HOWEVER OOP HAS NOW SPOKEN TO CUSTOMER AND HAS GIVEN CUSTOMER THEIR RESOLUTION. ACTION: ONE AND DONE NEED: NBA/NBA OFFER/DATA UNLIMITED \$15 RESOLUTION: DID NOT OFFER BECAUSE THE CUSTOMER WAS NOT VERIFIED NOTES: CREATED ON: 2010-02-05 16:29:55.0 CREATED BY: AA004K (ALGUIRE, AMY) CALLER: JIM CHELMO		

Creation Date	TYPE	Category	Subscriber	Created By
02/05/2010 15:29:59	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
02/05/2010 15:20:48	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
02/05/2010 12:27:21	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		
02/05/2010 08:19:23	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Interaction		::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/EQUIPMENT INQUIRY OR PROBLEM/EQUIPMENT INQUIRY RESOLUTION: CHANGED EQUIPMENT NOTES: CCI TO SAY THAT HAVING MORE PROBLEMS WITH HIS WARRANTY PHONE... SAID THEY NEVER FIXED IT BEFORE SENDING TO HIM...TRANS TO WARRANTY TO GET PHONE... CREATED ON: 2010-02-05 09:18:16.0 CREATED BY: JD2103 (DEPUY, JOYCE) CALLER: JIM CHELMOWSKI;OWNER:847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :JD2103		
02/05/2010 08:15:47	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		
02/04/2010 16:43:55	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case		::CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :TB1352		
02/04/2010 16:43:38	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		UserText		
CM - Case		::CLARIFY:: CHANGE TO CASE CASE ID: CM20100204_8620788 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :TB1352		

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2010 16:43:31	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Interaction		:CLARIFY:: INTERACTION ACTION: CASE; ID: CM20100204_8620788 NEED: DEVICE/WLNP INQUIRY OR PROBLEM/WLNP ISSUE NOTES: CREATED ON: 2010-02-04 17:42:25.0 CREATED BY: TB1352 (BURSE, TENE) CALLER: JIM CHELMOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :TB1352		
02/04/2010 16:43:20	CM - Case	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Case		:CLARIFY:: CASE CASE ID: CM20100204_8620788 CREATED ON: 2010-02-04 17:42:15.0 CREATED BY: TB1352 (BURSE, TENE) CALLER: JIM CHELMOWSKI TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2010-02-16 17:42:15 . THE WORKING USER ID IS :TB1352		
02/04/2010 16:39:55	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due, Recent Upgrade/Activation - PT. Future Elig Date:06/14/2010.		
02/04/2010 16:36:38	Office of the Pres	COLL	847-744-5626	25775 - TENE BURSE
System Text		User Text		
OOP Escalation		OOP: I left a message for Mr. Chelmowski to contact the OOP regarding the previous notes. OOP has declined to offer compensation. The port was incomplete due to the information provided from the other service provider being incomplete. Port request is only held for 14 days. So new port request is required if Mr. Chelmowski would still like to port his numbers. Tene Burse/loop		
02/04/2010 16:32:47	Office of the Pres	COLL	847-744-5626	25775 - TENE BURSE
System Text		User Text		
OOP Escalation		OOP: I received a call from Mr. Chelmowski upset that his numbers did not port and now its too late. So Mr. Chelmowski is requesting compensation from AT&T for equipment he purchased from the other service provider. I spoke with pac and found that the port request failed due to incomplete information per OSP. Tene Burse/loop		
02/04/2010 16:31:47	CM - Interaction	CRM	- -	30145 - CLARIFY CRM
System Text		User Text		
CM - Interaction		:CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: WLNP - PORT OUT/OTHER CARRIER/CHECK PORT STATUS RESOLUTION: ADVISED NSP WITH NEEDED INFO NOTES: CREATED ON: 2010-02-04 17:30:25.0 CREATED BY: CB099Y (BLAIR, CARLIN) CALLER: JIM CHELMOWSKI;OWNER;847 768-0000;VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS :CB099Y		
02/04/2010 16:13:42	Upg Elg Check Result	SUB	847-768-0000	30145 - CLARIFY CRM
System Text		User Text		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/02/2008. Last Early Upg Date: None. USC: LLL.		Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.		



Response to Notice of Informal Complaint (NOIC)

Date: September 22, 2011

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: James Chelmowski
Agency File Number: 11-C00325771-1
Response Type: Other
Service Date: August 31, 2011
Company File Number: CM20110831_26702265

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's complaint and appreciates the opportunity to respond. Specifically, James Chelmowski claims that AT&T is blocking the porting of his wireless number ending in 0400. Mr. Chelmowski also alleges that AT&T destroyed him, harassed him and his family and put him in the hospital. AT&T denies all of these allegations.

Please be advised that AT&T has made numerous attempts previously to speak with and assist Mr. Chelmowski with regards to his complaint. To date, Mr. Chelmowski has not returned any of our calls.

AT&T conducted a thorough review of Mr. Chelmowski's account. AT&T determined that, on January 18, 2010, Mr. Chelmowski attempted to port his wireless number ending in 0400 to XO Communications. The port request was denied because the account number provided in the request was incorrect. For security reasons and in accordance with FCC rules, when a customer ports their number to another wireless provider, information necessary to validate the current account must be submitted by the new provider. If this information is not correct, the port request is denied. AT&T attempted on a number of occasions to inform Mr. Chelmowski of the status of the port and to instruct him on the appropriate path forward.

Mr. Chelmowski's account was ultimately deactivated due to non-payment. Mr. Chelmowski had a past due balance on his account. Pursuant to normal collection procedures, his account was cancelled on May 15, 2011. AT&T believes the past due balance of \$345.88 reflects valid and appropriate charges for services rendered to Mr. Chelmowski. AT&T attempted to work with Mr. Chelmowski in regard to the charges and believes he understood the amount that was past due. The account was sent to an outside collection agency on June 18, 2011. Because Mr. Chelmowski's account is currently inactive and service is no longer being provided to that number, the number is not eligible to be ported. AT&T is more than happy to work with the Commission and Mr. Chelmowski to re-activate his account so that he may port his 0400 number to another provider.

With regards to Mr. Chelmowski's allegations regarding treatment he received by AT&T, we deny these claims and note that they are not within the subject matter jurisdiction of the Commission. If Mr. Chelmowski would like to discuss his complaint further or discuss re-activating his account for purposes of porting to another provider, he may contact Nate Camper at 1-501-862-2002. In the alternative, we are happy to work with the Commission to assist Mr. Chelmowski in his efforts to port the 0400 number to another carrier. We trust this letter addresses your concerns regarding this complaint.

Sincerely,
AT&T Office of the President

CC: James Chelmowski
EX-0345

ATT-0065
CONFIDENTIAL



FastForward User Guide

Motorola V60, V70, 120t, T720, C331t Series

***cingular**
fits you best™

Welcome

Thank you for purchasing Cingular's *FastForward*. Now you can easily forward incoming calls made to your Cingular Wireless mobile phone to your existing home or work phone.

This user guide will provide you with everything you need to know to set up and enjoy the convenience of seamless call forwarding from your mobile to another location.

There are numerous other benefits too. They are shared throughout this guide.

The phone book within your compatible handset must be set up prior to using the *FastForward* device.

Quick Start

1. Plug the power supply into the back of FastForward and insert into an electrical outlet. **WARNING:** Do not plug the FastForward power connector directly into your handset. This could potentially damage your handset.
2. Place the device on a convenient flat surface with good wireless coverage.
3. Create a new phone book entry in your mobile phone with the name "Cf1" ➡ see page 7 for complete instructions.
4. In the Cf1 entry location, store the phone number for the location to which you would like incoming mobile calls forwarded.
 - If you are setting up at home, use your home number or a distinctive ring number. (In order for distinctive ring feature to properly work, the distinctive ring number must be programmed into your phone book as the phone number you would like to forward to.)
5. Place the Cf Selector Switch, located on the bottom of the device, into the Cf1 position.
6. The phone must be turned on for call forwarding to work.

That's it! Your FastForward is now ready for use.

2

To Start Call Forwarding:

- Simply insert your phone into the FastForward device.
- The Forward indicator on the device will illuminate after several seconds – your incoming wireless calls are now forwarded.

NOTE: Any unanswered FastForward call will be treated as a normal landline call is treated today.

To Cancel Call Forwarding:

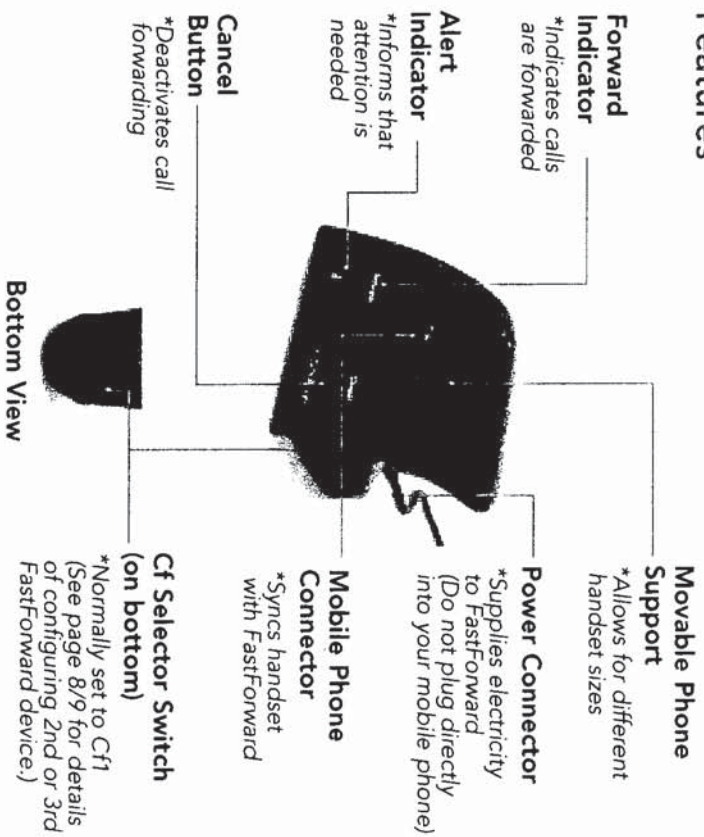
- Press the Cancel button on the front of the FastForward device.
- The Forward indicator will extinguish after several seconds.
- You may now remove your mobile phone. (In order for the FastForward device to work properly, the handset should be turned on and not engaged with an active call when placed on the FastForward device or while canceling call forward.)

3

Contents

Features of the FastForward	5
Using Your FastForward	6
Setting Up Your Motorola Mobile Phone	7
Setting Up a 2nd FastForward	8-9
Making Calls on Your Handset While Call Forwarded	10
Cancelling Call Forwarding from Your Handset	11
Warning Alerts	12-13
Frequently Asked Questions	14-15
Warranty	16
Additional Support	16

Features



Using The FastForward

FastForward allows you to forward your incoming wireless calls to your local home or work number. It's simple to use and easy to set up. Once you've established and set up your forwarding number (see page 7), just insert your wireless phone into the device cradle and your calls are now forwarded. To cancel call forward, simply press the Cancel button wait for the forward indicator to extinguish and remove the handset from the cradle.

For example, when you walk in the door at home, insert your Cingular Wireless mobile phone into the device, and calls that would have gone to your wireless phone will now ring all telephones in your home.

When leaving your home, simply press the Cancel button on the device and incoming mobile calls are redirected to your mobile phone. *FastForward works the same way when you're forwarding wireless calls to your office number!*

FastForward is compatible with the Motorola V60, V70, 120t, T720 and C331t series of phones from Cingular Wireless.

6

Setting Up Your Wireless Phone

1. Select PH. BOOK
2. Scroll to [New Entry] and press SELECT
3. Scroll to Phone Number and press SELECT
4. Scroll to Name: _____ and press CHANGE
5. Using the phone's key pad with corresponding alphabet letters, key in the following location named Cf1
 - Press the 2 key 3 times "222" for C
 - Press the 3 key 3 times "333" for f
 - Press the 1 key 3 times "111" for 1
6. Press OK
7. Scroll to No.: and press CHANGE
8. Key in the phone number of the telephone that you would like your mobile phone calls forwarded to:
For example, if you are setting up the device in your house and your home telephone number is 404-555-1234, use the mobile phone's key pad to enter:
 - 4 0 4 5 5 5 1 2 3 4
 - Press OK
 - Press DONE
 - Verify that Cf1 is present in the phone book and that the landline number is programmed in the wireless phone book.

7

(In order for distinctive ring feature to properly work, the distinctive ring number must be programmed into your phone book as the phone number you would like to forward to.)

See page 8 for instructions on setting up your phone to support a 2nd and 3rd FastForward device. That's it! Your phone is now ready to use with your FastForward device.

Setting Up A 2nd FastForward

You may want to purchase a second FastForward for use at your office to forward your wireless calls to your business number. Follow the instructions below to set up additional devices. For example, if you are setting up the second device in your office and your work telephone number is 404-555-2345 (for third device, a different telephone number is required.)

1. Select PH. BOOK
2. Scroll to [New Entry] and press SELECT
3. Scroll to Phone Number and press SELECT
4. Scroll to Name: _____ and press CHANGE.

8

5. Using the same instructions for setting up your first device, key in Cf2 for your second device.

- Press the 2 key 3 times "222" for C
- Press the 3 key 3 times "333" for f
- Press the 2 key 4 times "2222" to enter 2.

6. Press OK

7. Scroll to No.: and press CHANGE

8. Enter the phone number of the telephone that you would like your mobile phone calls forwarded to:

- Enter 4045552345 into the mobile phone's phone book
- Press OK
- Press DONE

Verify that Cf2 is present in the phone book and that the desired telephone number is programmed in the wireless phone book.

9. On the second device, slide the Cf Selector Switch (located on the bottom of the device) to the second position. Your second device is now ready to use.

10. Another device may be set up to forward mobile phone calls while at a vacation home or lake house. To set up your third FastForward device and location, follow the same steps as above using Cf3. Your mobile phone can work with up to three FastForward devices.

9

Making Mobile Calls While Call Forwarded

You may still place outgoing calls from your wireless phone while your incoming calls are forwarded to another number. Simply remove the wireless phone from the *FastForward* base without pressing the Cancel button. The *FastForward* base will sound and flash an alert to remind you that incoming calls are still forwarded. You may now place outgoing calls as normal.

This feature is great when the kids are on the home phone and you need to make a call. When you have completed your call, simply replace the handset back into the base. As always, when you are ready to remove the handset and wish to stop forwarding calls, press the Cancel button and allow the Forward indicator to extinguish before removing the handset.

10

Canceling Call Forwarding From Your Wireless Phone

Canceling call forwarding is easy. Just press the Cancel button on the front of the *FastForward* device and wait for the Forward indicator to extinguish before removing the handset.

If your wireless phone is removed from the device without pressing the Cancel button, your wireless calls are still forwarded to the number you indicated. You can still cancel call forwarding from your wireless phone by:

For Motorola V60t, V60ti, C331t, and 120t:
Press *210 and Send on your handset keypad.
For Motorola V60g, V60gi, T720, and V70:
Press ##21#, Send.

When you arrive back at the *FastForward* device, the call forward indicator may still be illuminated. You may simply insert your mobile phone to re-establish call forwarding or press the Cancel button to clear the Forward indicator.


NOTE: GSM call forwarding indicator on your handset may not correlate with the Forward indicator on your FastForward device.


11


Warning Alerts


FastForward provides visual and audio warnings to alert you to conditions requiring your attention.



- The  indicator on the front provides visual warning while an internal speaker provides audio indications.

- The FastForward device will rapidly flash the  indicator and sound a high-low alert for 3 seconds if the mobile phone is removed without pressing the Cancel button – This alerts you that the phone is still call forwarded – Simply replace the phone in the device, press the Cancel button, and the Forward indicator will extinguish, indicating that call forwarding is deactivated and you may remove the mobile phone.

- The FastForward device will slowly flash the  indicator and sound a low alert for 5 seconds if there is no Cf1, Cf2, or Cf3 programmed into the mobile phone – verify the Cf programming of the mobile phone and verify the position of the Cf switch on the bottom of the device.

- The FastForward device will flash the  indicator in an “On, On, Off” pattern and sound a high alert for 5 seconds if there is an issue with the device communicating with the mobile phone or the wireless network – verify that the mobile phone is turned on, there is good coverage, there is not an active call, and try re-inserting the mobile phone.

Frequently Asked Questions

Q: How many FastForward devices can I have with each wireless phone?

A: Up to three devices can be supported for each wireless phone.

Q: Will my wireless phone ring when placed in FastForward?

A: When your handset is placed on the device cradle and the forward indicator is on, the handset will not ring. All incoming wireless calls will now ring the forwarded number you've indicated. Also, if you remove your handset without pressing the Cancel button, your wireless phone will not ring. Until the Cancel button is pressed with the mobile phone inserted into the device cradle, all wireless calls are still forwarded.

Q: How do I cancel call forward from my FastForward cradle?

A: To cancel call forward with the mobile phone inserted into the device cradle, press the Cancel button, wait for the Forward indication to extinguish and then remove the phone from the cradle. (Pressing the Cancel button after the wireless phone has been removed will not deactivate call forwarding. The Cancel button must be pressed before removing the phone.)

Q: Can I forward my calls to a long-distance number?

A: No, wireless calls may only be forwarded to local landline numbers.

Q: Can I use any wireless phone in conjunction with FastForward?

A: No, only select Cingular Wireless phones can be used. See back of manual for compatible handsets.

One-Year Limited Warranty









What Is Covered: Cingular Wireless warrants to the first retail purchaser of this wireless accessory that should this product or any part be proved defective in materials or workmanship, from the date of proof of purchase for a period of one (1) year, then it will be subject to the terms of this one-year limited warranty. Such defects will be repaired, replaced or credit issued at Cingular's option, without charge for parts or labor directly related to the defect. Limitations and Exclusions: This warranty does not apply to any cost incurred for removal or reinstallation, or to any product or part thereof which has suffered through normal wear and tear, alteration, improper installation, physical abuse, misuse, neglect or accident. Nor does it cover defects caused by shipment to a Cingular Wireless service center, or repair or service of the product by anyone other than a Cingular Wireless service center. Damage resulting from an act of God, including but not limited to fire, flood, earthquake and other natural disasters, will be excluded. **This limited warranty is in lieu of all other warranties, express or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to, any implied warranty of merchantability or fitness for a particular use.** Cingular Wireless does not authorize any other person to assume any liability beyond the warranty herein described. In no event, whether based in contract or tort, shall Cingular Wireless be liable for incidental, consequential, indirect, special, or punitive damages of any kind resulting from the use of this product, including interrupted or incomplete phone calls, or arising out of any breach of this warranty. In no event shall Cingular Wireless be liable for damage in excess of the purchase price.

Additional Support

For answers to questions or help in setting up or using your FastForward, please contact Cingular Wireless at:

- www.cingular.com
- *611 from your wireless phone
- 1-866-CINGULAR (1-866-246-4852)

Motorola Phones Supported

 V60t	 V60ti	 C331t	 120t
 V60g	 V60gi	 T720	 V70

Mobile phone requires a Cingular Service Plan
07FMOTMANUAL

ACC BR P 0803 0114 E



Response to Notice of Informal Complaint (NOIC)

Date: September 22, 2011

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: James Chelmowski
Agency File Number: 11-C00325771-1
Response Type: Other
Service Date: August 31, 2011
Company File Number: CM20110831_26702265

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's complaint and appreciates the opportunity to respond. Specifically, James Chelmowski claims that AT&T is blocking the porting of his wireless number ending in 0400. Mr. Chelmowski also alleges that AT&T destroyed him, harassed him and his family and put him in the hospital. AT&T denies all of these allegations.

Please be advised that AT&T has made numerous attempts previously to speak with and assist Mr. Chelmowski with regards to his complaint. To date, Mr. Chelmowski has not returned any of our calls.

AT&T conducted a thorough review of Mr. Chelmowski's account. AT&T determined that, on January 18, 2010, Mr. Chelmowski attempted to port his wireless number ending in 0400 to XO Communications. The port request was denied because the account number provided in the request was incorrect. For security reasons and in accordance with FCC rules, when a customer ports their number to another wireless provider, information necessary to validate the current account must be submitted by the new provider. If this information is not correct, the port request is denied. AT&T attempted on a number of occasions to inform Mr. Chelmowski of the status of the port and to instruct him on the appropriate path forward.

Mr. Chelmowski's account was ultimately deactivated due to non-payment. Mr. Chelmowski had a past due balance on his account. Pursuant to normal collection procedures, his account was cancelled on May 15, 2011. AT&T believes the past due balance of \$345.88 reflects valid and appropriate charges for services rendered to Mr. Chelmowski. AT&T attempted to work with Mr. Chelmowski in regard to the charges and believes he understood the amount that was past due. The account was sent to an outside collection agency on June 18, 2011. Because Mr. Chelmowski's account is currently inactive and service is no longer being provided to that number, the number is not eligible to be ported. AT&T is more than happy to work with the Commission and Mr. Chelmowski to re-activate his account so that he may port his 0400 number to another provider.

With regards to Mr. Chelmowski's allegations regarding treatment he received by AT&T, we deny these claims and note that they are not within the subject matter jurisdiction of the Commission. If Mr. Chelmowski would like to discuss his complaint further or discuss re-activating his account for purposes of porting to another provider, he may contact Nate Camper at 1-501-862-2002. In the alternative, we are happy to work with the Commission to assist Mr. Chelmowski in his efforts to port the 0400 number to another carrier. We trust this letter addresses your concerns regarding this complaint.

Sincerely,
AT&T Office of the President
EX-0357

ATT-0077
CONFIDENTIAL



AT&T Mobility Tele 866.751.5784
Office of the President Fax: 425.288.5325

CC: James Chelmowski

GREEN, THOMAS J (Legal)

To: GREEN, THOMAS J (Legal)
Subject: FW: We are sorry to report the passing of

From: ATT [mailto:attboardofdirectors@gmail.com]
Sent: Wednesday, March 02, 2011 2:13 PM
To: DE LA VEGA, RALPH (ATT CINW)
Subject: We are sorry to report the passing of

Dear AT&T Board of Directors

We are sorry about the passing of a 17 year loyal customer Jim Chelmowski of AT&T. .

This is what AT&T is hoping for read this email. This following is the email sent to 13 AT&T executives late this morning.

What was not clear in the email sent yesterday at 3:52 cst to all the AT&T executives (opened and read by AT&T executives)?

Please provide in written immediately. Why ATT clearly violated our request yesterday of not contacting Jim Chelmowski except in writing after all the stress you have created for him.

We clearly told you that Jim Chelmowski nearly had a nervous break yesterday because of the stress AT&T has created. You decided to maliciously not stop until he has a nervous break down, heart attack or maybe even dies? That is why were clearly stated Jim Chelmowski will not accept any verbal communication for AT&T.

We begged you not to continue torturing Jim Chelmowski.

What don't you understand from the last email - Jim Chelmowski will NO LONGER ACCEPT AN VERBAL RESPONSE FROM AT&T especially from Jim Camberis who nearly caused so much pain.

We clearly have documentation that Jim Camberis communications clearly states that he contacting Jim Chelmowski because he was instructed by Mr. delaVega, the President of AT&T mobility (wireless).

WHY after Jim has begged you not to TORTURE him with Jim Camberis lies and abuse. We will be contacting all other interested parties.

We have given AT&T executives many opportunities and all the do is continuing torturing Jim Chelmowski, which has been clearly documented.

The ATT non communication and torture Jim has been receiving from a manager giving direct orders from Mr. delaVega, we are now being forced to look at ALL ACTIONS available.

Jim Chelmowski has been pleading for help and answers since last Thursday. All he gets is no response or emotional torture.

This last voice mail and responses to Jim Chelmowski clearly shows malicious intent of AT&T. We can't believe you have taken this to this level. It appears that besides not caring at all about Jim's business and financial concerns, now you won't stop until it destroys him physically, emotionally or even KILL him.

CC:

BCC:

Emailed sent yesterday at 3:52 cst and opened by ATT executives.

Dear ATT Executives

Jim Chelmowski will no longer accept any verbal response from ATT. He has been waiting well over 100 hours for an ATT executive to contact him. Since ATT Mobility President Mr. delaVega instructed one of his managers, the only person ATT executives will allow Jim Chelmowski to communicate with (all of the emails have received NO response from any of addressed ATT executives for 40 + hours). This ATT manager Jim Camberis ordered to talk to Jim Chelmowski by the President of ATT Mobility (based on the unbelievable amount of internal communication, including presidents and general council probably would not have said anything that was not approved by ATT general council and upper management). He repeatedly lied and tortured him this morning. This was all after ATT executives knew how vulnerable in our unanswered emails, AT&T decided to hit below the belt by allow Mr. Camberis to lie and torture Jim. You have read the email that was sent about 4 hours ago to Mr. dela Vega. How would like a 17 year career be ruined because a fortune 500 executive overseen torture?

Jim Chelmowski is under unbelievable physical, emotional or mentally stress due to ATT's actions. As we heard on Jim Camberis last voice message he clearly admits the phone call this morning was a blatant repeated lie. These actions have caused unbelievable amounts stress and torture which nearly caused Jim to experience nervous breakdown. He cannot handle any more torture ATT's executives have to offer him. All he asked was some communication and helps which now has been nearly 40+ hours since the first ATT executive opened his email. This is the most unprofessional thing we have ever witnessed.

How could you potential oversee such torture to a 17 year loyal customer who even volunteered also his time to beta test your products and gain more profits without receive one penny in compensation?

We are wondering why ATT executives refuse to contact us and only allow managers to torture Jim while executives open and will not even have the decency to communicate back.

Again we are hoping you are planning on torturing Jim Chelmowski anymore. Also, we hope you are not plan on blaming Jim Chelmowski for ATT's lies and torture like you blame him for everything else.

We believe everyone has seen all the prior communications since the last email sent to Mr. delaVega describing what torture Jim Chelmowski was going through. It appears that it has been opened at least 70 times before Jim Camberis' confession.

Sent to Mr delaVega on March 1, 2011 at 11:36 cst

Hi Jim
EX-0360

Even after begging and requesting not to have my voice mail deleted, I can't believe you deleted all my voice mail. So I can try salvage any of my lost business for over 45 days or my job. Now I can't find out which prospects, clients, referral partners, etc I lost?

This going to destroy me.

Why? Didn't you read my email before you just destroyed the voice mail?

Thank you

Jim Chelmowski

PS as you promised please provide me a written log of what ATT did on my account for the last year.

CC:
BCC

From: CAMBERIS, JAMES (ATTCINW) [<mailto:JC1073@att.com>]
Sent: Tuesday, March 01, 2011 9:10 AM
To: Jim Chelmowski
Subject: RE: Response to your account concerns

Please feel free to call me @ 847 413 7739 and we can discuss your account.

Sent March 1, 2011 at 10:23 est to 13 AT&T execs

You should be aware of WHAT YOUR EXECUTIVE TEAM IS DOING!

When you open this email in the morning, I will still be out of business after waiting 90 hours from when I notified ATT the problem. (over 30 days of not getting my calls) Not a few hours but 90 hours!!!!

I am very much at risk of losing my job besides all the money I lost because of AT. I have lost clients and referral partners because of ATT negligence.

You blame me for EVERYTHING, how could you SHUT DOWN MY BUSINESS LIKE THIS!!!!!!

YOUR EXECUTIVE TEAM has done nothing in 90 hours!!!!

Please provide me the ATT revenue for 90 hours since you believe your customers business means absolutely nothing.

You are forcing me seek other serious actions, since your executive office absolutely has no concern about me (and probably many other customers). I will have to call the appropriate government agency and probably the press plus find out over major internet campaign other customers who were abused by att (potentially a class action) and your competitors.

How could I be so STUPID to give you 17 years of loyalty and you did something so spiteful and damaging back to me,

There is absolutely no way you can blame me for your actions like you have done in the past. I have plenty of documentation of your spite, negligence, etc.

I was so happy to hear that some many ATT execs were out having fun at ATT while I was suffering. ATT will do NOTHING to me back up in running. How arrogant.

-----Original Message-----

From: Jim Chelmowski [<mailto:chelmowski@comcast.net>]

Sent: Saturday, February 26, 2011 2:25 PM

To: 'RUDLOFF, TROY (ATTCINW)'

Cc: 'drucilla.cessac@att.com'; 'jennifer.ousley@att.com'; 'att@computershare.com'; 'brooks.mccorcle@att.com'; 'jamie.anderson@att.com'; 'kent.evans@att.com'; 'jeff.fancher@att.com'; 'william.kuhn@att.com'; 'joseph.parsons@att.com'; 'derek.roy@att.com'; 'christopher.womack@att.com'; 'jeston.dumas@att.com'; 'jacob.a.lee@att.com'

Subject: RE: ATT destroys loyal customer and will not get his paid services working after waiting 48 hours.

Importance: High

Hi

It is now over 48 hours since I brought this to your attention and Executive committee at ATT. You and the executive branch are aware I have no phone and now way I can get my voicemail and forward my calls without ATT doing this for me. And 48 hours nothing happened.

I still have no access to my voice mail and ALL business calls cannot get to me.

YOU shut my business down for over a month. Now ATT refuses to help and shut my business down longer!!!

I have been a loyal customer of ATT for over 17 years.

Some of my friends are looking to ways to help since ATT continues to BLAME me for not DOING ANYTHING.

If I cannot get my voicemail and my phones immediately. I will forced to take actions against ATT. You are bankrupting me. Apparently it does not matter.

EX-0362

This is the most unprofessional and blatant destruction of a loyal customer. I would think all the government agency, press and competitors would love to have this information.

The clock is ticking and damages are accruing.

It was amazing the voicemail I received from corporate since a couple people were out to the office, that my business should be shutdown longer and ATT will do NOIHING.

May be ATT should pay me there revenue for the days they are destroying me.

The world should now ATT executive's attitude on loyal paying customers.

This is awful!!! I can't afford this anymore.

Jim Chelmowski

bcc: Government Agencies, press release

-----Original Message-----

From: RUDLOFF, TROY (ATTCINW) [<mailto:TR1483@att.com>]

Sent: Friday, February 25, 2011 1:02 PM

To: jime@expertfinancing.com; jim@expertfinancing.com

Subject: Re:

Hi Mr. Chelmowski,
EX-0363

I apologize that you didn't receive my email below when I first sent it. I escalated and confirmed with the Office of the President that they will call you by end of today and will hold us to that. Please advise if you don't hear from them by late afternoon.

Thank you,

Troy Rudloff

IL/WI Sales Operations

AT&T Mobility

Ofc: 847-765-4695

Mbl: 404-202-4161

----- Original Message -----

From: Jim Chelmowski <jimc@expertfinancing.com>

To: RUDLOFF, TROY (ATTCINW)

Sent: Fri Feb 25 11:34:55 2011

Subject: RE:

Hi Troy

Is there a reason you are not returning emails or calls?

I have documentation that my 847-768-0000 was going to be a straight call forward setup by AT%&T

AT&T was aware I did not have a phone being used on this account.
EX-0364

I need results. This costing me more money by the minute.

Jim

-----Original Message-----

From: RUDLOFF, TROY (ATTCINW) [<mailto:TR1483@att.com>]

Sent: Thursday, February 24, 2011 11:02 PM

To: jim@expertfinancing.com

Subject: Fw:

Hi Mr. Chelmowski,

Resending as I received a delivery error notification on my email below. Please let me know that you received this at your convenience. Deborah is escalating to the Office of the President per your request.

Thank you,

Troy Rudloff

IL/WI Sales Operations

AT&T Mobility

Ofc: 847-765-4695

Mbl: 404-202-4161

EX-0365

----- Original Message -----

From: RUDLOFF, TROY (ATTCINW)

To: 'jimc@expertfinancing.com' <jimc@expertfinancing.com>

Cc: FORBES, DEBORAH S (ATTCINW)

Sent: Thu Feb 24 18:34:40 2011

Mr. Chelmowski,

I'm on the phone with Deborah walking her through your account and our previous conversations. She is helping us get in touch with the right folks so your questions and issues will be answered quickly. Thank you for your patience.

Troy Rudloff

IL/WI Sales Operations

AT&T Mobility

Ofc: 847-765-4695

Mbl: 404-202-4161

sent February 28, 2011 at 5:38 cst to 13 AT&T execs.

Is this the response? A manager? Did he get promoted to President?

This is the person that Jim has documented that was suppose call first thing in the morning not after 3pm and 1000 emails are sent through corporate. Since he was on vacation on Friday, Jim was suppose to close up shop for 90+ hours.

Jim deserves a response from a President since they have been emailing through the day. Maybe they too busy counting the almost 1/2 billion dollars AT&T are making while AT&T shuts down Jim's business.

As in the prior email, he is expecting answers to the three questions today.

From: CAMBERIS, JAMES (ATTCINW) [<mailto:JC1073@att.com>]
Sent: Monday, February 28, 2011 5:20 PM
To: jim@expertfinancing.com
Subject: Response to your account concerns

I have attempted to contact you to assist on behalf of Mr. De La Vega

I would like to discuss your account concerns. Please contact me at the number below

847-413-7739

Very truly yours,

Jim Camberis

Manager Office of the President AT&T

Jim deserves a written response by one of the a CEO or President, since they waited over 8 hours easily read, forwarded and add correspondence to his emails over 300 times before he received any response to other AT&T executives.

- 1) Why after over 8 hours and 900 forwards and opens by the AT&T executives of the emails today. Plus all the emails since Thursday nothing was done until the email at 2:30 CST that no one responded?
- 2) Why nothing was done for after waiting over 96 hours and took all these emails to finally get response?
- 3) Why since AT&T executives were emailing constantly for over 8 hours and 900 emails that you have a low level person contact him instead the highest level person available. We documented when top executives opened the email?

It was an insult after all the damages you did to Jim, you have so low level person leaving him a message.

We are waiting for a response from a AT&T president since many have responded internally.

We expect a written response to all three of the above questions by the end of the business day. Based on the immense action over the day about this matter it should be no problem.

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EX-0367

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- 5) Rayford Wilkins on 2/28/11 @ 8:05am
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We have record the email sent to all the AT&T executives have been opened and forwarded more than 650 times.

Still Jim's clients, prospects, etc can't reach him.

AT&T president, CEO and other executives have forwarded and/or read the email over 650 times and over 10 hours after the president AT&T Mobility read the email without any communication to Jim. Just letting the damages to Jim add up (a 17 year loyal customer and probably in the 99% percentile of customer loyalty). Not even one phone call or email that appears too much to ask while AT&T is forwarding his email over 650 times and making hundred of millions of dollars?

Does AT&T care at all about their customers? Jim has been loyal with AT&T for over 17 years and also spent his own time beta testing new products for AT&T without any type of compensation.

We were hoping that AT&T promises last weeks were upheld and that at least someone would have contacted Jim before 2pm and forwarded/read over 650 emails across the executive branch. Not one to the paying loyal customer who is experiencing problems, so his clients can;t reach him. He totally stressed and may loss his livelihood because of AT&T malice. All while AT&T is racking in over \$3.5 million dollars per hour.

Who could you? Not even a call or an email. You have lost touch with the real world and your customers.

You are leaving Jim no other option except seek help from professionals.

Email Jim sent: Sunday 2/27/11 at 11:00pm

You should be aware of WHAT YOUR EXECUTIVE TEAM IS DOING!

When you open this email in the morning, I will still be out of business after waiting 90 hours from when I notified ATT the problem. (over 30 days of not getting my calls) Not a few hours but 90 hours!!!!

I am very much at risk of losing my job besides all the money I lost because of AT. I have lost clients and referral partners because of ATT negligence.

You blame me for EVERYTHING, how could you SHUT DOWN MY BUSINESS LIKE THIS!!!!!!

YOUR EXECUTIVE TEAM has done nothing in 90 hours!!!!

Please provide me the ATT revenue for 90 hours since you believe your customers business means absolutely nothing.

You are forcing me seek other serious actions, since your executive office absolutely has no concern about me (and probably many other customers). I will have to call the appropriate government agency and probably the press plus find out over major internet campaign other customers who were abused by att (potentially class action) and your competitors.

How could I be so STUPID to give you 17 years of loyalty and you did something so spiteful and damaging back to me,

There is absolutely no way you can blame me for your actions like you have done in the past. I have plenty of documentation of your spite, negligence, etc.

I was so happy to hear that some many ATT execs were out having fun at ATT while I was suffering. ATT will do NOTHING to me back up in running. How arrogant.

-----Original Message-----

From: Jim Chelmowski [<mailto:chelmowski@comcast.net>]

Sent: Saturday, February 26, 2011 2:25 PM

To: 'RUDLOFF, TROY (ATTCINW)'

Cc: 'drucilla.cessac@att.com'; 'jennifer.ousley@att.com'; 'att@computershare.com'; 'brooks.mccorcle@att.com'; 'jamie.anderson@att.com'; 'kent.evans@att.com'; 'jeff.fancher@att.com'; 'william.kuhn@att.com'; 'joseph.parsons@att.com'; 'derek.roy@att.com'; 'christopher.womack@att.com'; 'jeston.dumas@att.com'; 'jacob.a.lee@att.com'

Subject: RE: ATT destroys loyal customer and will not get his paid services working after waiting 48 hours.

Importance: High

Hi

It is now over 48 hours since I brought this to your attention and Executive committee at ATT. You and the executive branch are aware I have no phone and now way I can get my voicemail and forward my calls without ATT doing this for me. And 48 hours nothing happened.

I still have no access to my voice mail and ALL business calls cannot get to me.

YOU shut my business down for over a month. Now ATT refuses to help and shut my business down longer!!!

I have been a loyal customer of ATT for over 17 years.

Some of my friends are looking to ways to help since ATT continues to BLAME me for not DOING ANYTHING.

If I cannot get my voicemail and my phones immediately. I will forced to take actions against ATT. You are bankrupting me. Apparently it does not matter.

This is the most unprofessional and blatant destruction of a loyal customer. I would think all the government agency, press and competitors would love to have this information.

The clock is ticking and damages are accruing.

It was amazing the voicemail I received from corporate since a couple people were out to the office, that my business should be shutdown longer and ATT will do NOIHING.

May be ATT should pay me there revenue for the days they are destroying me.

The world should now ATT executive's attitude on loyal paying customers.

This is awful!!! I can't afford this anymore.

Jim Chelmowski

bcc: Government Agencies, press release

-----Original Message-----

From: RUDLOFF, TROY (ATTCINW) [<mailto:TR1483@att.com>]

Sent: Friday, February 25, 2011 1:02 PM

To: jimc@expertfinancing.com; jim@expertfinancing.com

Subject: Re:

Hi Mr. Chelmowski,

I apologize that you didn't receive my email below when I first sent it. I escalated and confirmed with the Office of the President that they will call you by end of today and will hold us to that. Please advise if you don't hear from them by late afternoon.

Thank you,

Troy Rudloff

IL/WI Sales Operations

AT&T Mobility

Ofc: 847-765-4695

Mbl: 404-202-4161

----- Original Message -----

From: Jim Chelmowski <jimc@expertfinancing.com>

To: RUDLOFF, TROY (ATTCINW)

Sent: Fri Feb 25 11:34:55 2011

Subject: RE:
EX-0371

Hi Troy

Is there a reason you are not returning emails or calls?

I have documentation that my 847-768-0000 was going to be a straight call forward setup by AT%&T

AT&T was aware I did not have a phone being used on this account.

I need results. This costing me more money by the minute.

Jim

-----Original Message-----

From: RUDLOFF, TROY (ATTCINW) [<mailto:TR1483@att.com>]

Sent: Thursday, February 24, 2011 11:02 PM

To: jim@expertfinancing.com

Subject: Fw:

Hi Mr. Chelmowski,

Resending as I received a delivery error notification on my email below. Please let me know that you received this at your convenience. Deborah is escalating to the Office of the President per your request.

Thank you,

Troy Rudloff

IL/WI Sales Operations

AT&T Mobility

Ofc: 847-765-4695

Mbl: 404-202-4161

----- Original Message -----

From: RUDLOFF, TROY (ATTCINW)

To: 'jimc@expertfinancing.com' <jimc@expertfinancing.com>

Cc: FORBES, DEBORAH S (ATTCINW)

Sent: Thu Feb 24 18:34:40 2011

Mr. Chelmowski,

I'm on the phone with Deborah walking her through your account and our previous conversations. She is helping us get in touch with the right folks so your questions and issues will be answered quickly. Thank you for your patience.

Troy Rudloff

IL/WI Sales Operations

AT&T Mobility

Ofc: 847-765-4695

Mbl: 404-202-4161
EX-0373

Jim Camberis

Manager Office of the President AT&T

From: Jim Chelmowski [<mailto:jim@expertfinancing.com>]
Sent: Monday, February 28, 2011 6:01 PM
To: CAMBERIS, JAMES (ATTCINW)
Subject: RE: Response to your account concerns

I can't believe it took so long!!!!

Your office was suppose to contact me and fix the problems on THURSDAY (or even Friday). Now 100 hours later.

About 100 hours!

As on Thursday, I need all my voicemails and forwarding corrected.

I better not lose 1 voicemail. I have lost a ton since all my clients here the voicemail is full. Maybe AT&T should shut their business down for as long as I was.

Please let me know in writing why I did not get any answers from the office of the President AT&T for nearly 100 hours?

You have basically destroyed me, I am about to have a nervous breakdown because of AT&T actions and potential loss of a career. All because of AT&T.

My computer and internet guru said it took nearly 1000 communications through AT&T executives and over 8 hours since Presidents of AT&T were contacted. Then an email showing what we have documented to get ANY response. As you know we have documentation your office was contacted on Thursday.

Why? Why? Why?

Jim

From: CAMBERIS, JAMES (ATTCINW) [<mailto:JC1073@att.com>]
Sent: Monday, February 28, 2011 5:20 PM
To: jim@expertfinancing.com
Subject: Response to your account concerns

I have attempted to contact you to assist on behalf of Mr. De La Vega

I would like to discuss your account concerns. Please contact me at the number below

847-413-7739

Very truly yours,

Jim Camberis

Manager Office of the President AT&T

Sent on February 28, 2011 est to 13 AT&T execs

Jim deserves a written response by one of the a CEO or President, since they waited over 8 hours easily read, forwarded and add correspondence to his emails over 300 times before he received any response to other AT&T executives.

1) Why after over 8 hours and 900 forwards and opens by the AT&T executives of the emails today. Plus all the emails since Thursday nothing was done until the email at 2:30 CST that no one responded?

2) Why nothing was done for after waiting over 96 hours and took all these emails to finally get response?

3) Why since AT&T executives were emailing constantly for over 8 hours and 900 emails that you have a low level person contact him instead the highest level person available. We documented when top executives opened the email?

It was an insult after all the damages you did to Jim, you have so low level person leaving him a message.

We are waiting for a response from a AT&T president since many have responded internally.

We expect a written response to all three of the above questions by the end of the business day. Based on the immense action over the day about this matter it should be no problem.

You at least this little dignity to a loyal customer of 17 years!

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Subject: RE: ATT destroys loyal customer and will not get his paid services working after waiting 48 hours.

Importance: High

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Jim Chelmowski

bcc: Government Agencies, press release

-----Original Message-----

And there is more dating back to February 24

No Answer directly from the AT&T execs.



GREEN, THOMAS J (Legal)

To: GREEN, THOMAS J (Legal)
Subject: FW: HELP we dont want my dad die (Jim Chelmowski) from his son

From: "Meykandon Patel" <financialnewstflash@live.com>
Date: March 3, 2011 5:42:08 PM CST
To: <wayne.watts@att.com>
Subject: **RE: HELP we dont want my dad die (Jim Chelmowski) from his son**
Reply-To: <financialnewstflash@live.com>



AT&T Mobility Tele 866 751 5784
Office of the President Fax 425 288.5325

Response to Notice of Informal Complaint (NOIC)

Date: September 22, 2011

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: James Chelmowski
Agency File Number: 11-C00325771-1
Response Type: Other
Service Date: August 31, 2011
Company File Number: CM20110831_26702265

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's complaint and appreciates the opportunity to respond. Specifically, James Chelmowski claims that AT&T is blocking the porting of his wireless number ending in 0400. Mr. Chelmowski also alleges that AT&T destroyed him, harassed him and his family and put him in the hospital. AT&T denies all of these allegations.

Please be advised that AT&T has made numerous attempts previously to speak with and assist Mr. Chelmowski with regards to his complaint. To date, Mr. Chelmowski has not returned any of our calls.

AT&T conducted a thorough review of Mr. Chelmowski's account. AT&T determined that, on January 18, 2010, Mr. Chelmowski attempted to port his wireless number ending in 0400 to XO Communications. The port request was denied because the account number provided in the request was incorrect. For security reasons and in accordance with FCC rules, when a customer ports their number to another wireless provider, information necessary to validate the current account must be submitted by the new provider. If this information is not correct, the port request is denied. AT&T attempted on a number of occasions to inform Mr. Chelmowski of the status of the port and to instruct him on the appropriate path forward.

Mr. Chelmowski's account was ultimately deactivated due to non-payment. Mr. Chelmowski had a past due balance on his account. Pursuant to normal collection procedures, his account was cancelled on May 15, 2011. AT&T believes the past due balance of \$345.88 reflects valid and appropriate charges for services rendered to Mr. Chelmowski. AT&T attempted to work with Mr. Chelmowski in regard to the charges and believes he understood the amount that was past due. The account was sent to an outside collection agency on June 18, 2011. Because Mr. Chelmowski's account is currently inactive and service is no longer being provided to that number, the number is not eligible to be ported. AT&T is more than happy to work with the Commission and Mr. Chelmowski to re-activate his account so that he may port his 0400 number to another provider.

With regards to Mr. Chelmowski's allegations regarding treatment he received by AT&T, we deny these claims and note that they are not within the subject matter jurisdiction of the Commission. If Mr. Chelmowski would like to discuss his complaint further or discuss re-activating his account for purposes of porting to another provider, he may contact Nate Camper at 1-501-862-2002. In the alternative, we are happy to work with the Commission to assist Mr. Chelmowski in his efforts to port the 0400 number to another carrier. We trust this letter addresses your concerns regarding this complaint.

Sincerely,
EX-0381 Office of the President

ATT-0101
CONFIDENTIAL



AT&T Mobility Tele: 866.751.5784
Office of the President Fax: 425.288.5325

CC: James Chelmowski

AGENCY'S NAME:	Office of the Attorney General State of Illinois	COMPANY'S NAME:	AT&T Mobility
ADDRESS:	500 South Second St. Springfield IL 62706	ADDRESS:	2550 Interstate Dr. Harrisburg PA 17110
AGENCY REP:	Cynthia Diemer	COMPLAINANT'S NAME:	James Chelmowski
AGENCY'S FILE NO.:	2011-CONSC-00304479	COMPANY'S FILE NO.:	CM20110421_20041620

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's complaint and appreciates the opportunity to respond. Specifically, James Chelmowski states that AT&T is blocking his phone number from being ported.

On April 15, 18, 19 and 20, 2011, AT&T attempted to contact Mr. Chelmowski in regards to his complaint. Unfortunately we have been unsuccessful in speaking with Mr. Chelmowski. AT&T reviewed the account; we determined that on January 18, 2010, Mr. Chelmowski attempted to port his wireless number ending in 0400 to XO Communications. However the port request was denied because the last 4 of the social security number was not provided and the account number provided was incorrect. For security reasons, when a customer ports their number to another wireless provider, they must provide the new provider with information that can verify their current account. If this information is not verified, the port request is denied. When this port request was not completed, it remained "open" with XO Communications. Mr. Chelmowski has now attempted to port his number to a different provider; however, a new port request can not be completed until the original port request from XO Communications has been cancelled.

AT&T records also reflect that on April 19, 2011, Mr. Chelmowski attempted to port his number ending in 0400 to another provider. However, since the original port request is still open with XO Communications, the port request was denied. AT&T is unable to contact XO Communication and request them to cancel the request, as this would violate porting guidelines. Therefore, Mr. Chelmowski would need to contact XO Communications and request the cancellation of his existing port request. After the port request is cancelled, he may port his number to another service provider.

I trust that this letter addresses your concerns regarding Mr. Chelmowski's complaint. Please contact Nate Camper at 1-501-862-2002 if you need additional information or assistance.

BY: Sherri Baker, Office of the President

DATE: April 25, 2011



Stephanie Maidlow
General Attorney
AT&T Services, Inc.
444 Michigan Avenue
Suite 1750
Detroit, MI 48226

March 17, 2011

Via Overnight Mail and Email
jim@expertfinancing.com
Chelmowski@comcast.net

Mr. Jim Chelmowski
6650 N. Northwest HWY
Chicago, IL 60631-1307

Re: Wireless Numbers: 847-768-0000, 847-744-5626; 847-768-0400; 847-917-2384

Dear Mr. Chelmowski:

I am writing to advise you that, effective April 4, 2011, AT&T Mobility will terminate service on all of your AT&T wireless accounts. We sincerely regret having to take this step with any customer, but your refusal to work cooperatively with those employees assigned to address your complaints and your abusive treatment of them leave us no alternative.

AT&T's Office of the President ("OOP") has made every effort to address your concerns and to satisfy you, including the issuance of approximately \$800.00 in courtesy credits since 2008. As explained below, OOP representatives and managers have addressed each of your most recent complaints.

First, you continue to complain that AT&T was responsible for a failed port-out request to OOMA in February 2010. Our investigation revealed that this port-out request failed due to incomplete information provided by either you or OOMA. This was explained to you by OOP last year.

Second, you complained that your calls were not being forwarded. As you will recall, you first brought this to our attention in March and April 2010. In March, you admitted that you had been using a *FastForward* device and feature with your wireless phone, which forwards calls made to the wireless phone to a designated landline phone, and that you had lost the *FastForward* device and your wireless phone. In addition, you were advised that because your service was suspended for nonpayment, the *FastForward* feature was reset to the normal/no forward mode. You further were advised that you needed to change your method of forwarding calls, but have refused to do so. OOP performed manual resets so that the *FastForward* feature

Mr. Jim Chelmowski
March 17, 2011
Page 2

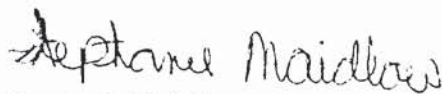
would cause your calls to be forwarded. In April, when your service was suspended for nonpayment again, you complained again that your calls were not being forwarded. OOP once again manually reset your call forwarding, but declined to issue any credit. You escalated the issue, and your local General Manager issued a \$500 courtesy credit. Most recently, your account was again suspended for nonpayment and the manual reset again was cancelled.

Finally, you have complained that AT&T has lost your voicemails. This is not correct. Our OOP representative, Jim Camberis, tried to explain to you last week that your voice mailbox is working and is full but you promptly hung up on him. If you have lost your password, OOP is prepared to provide you with a temporary password to enable you to check your voicemails. However, you must call Jim Camberis in OOP before April 4 to obtain the temporary password.

Throughout this time and despite AT&T's efforts to assist you, you have been abusive and unreasonable in dealing with our OOP representatives, who are specially trained to address complaints such as yours. You have refused to cooperate with OOP and instead have persisted in sending multiple emails from multiple email addresses to AT&T's leadership team containing false and outrageous allegations. AT&T's Wireless Service Agreement provides that "if you behave in an abusive, derogatory or similarly unreasonable manner toward our representatives," we may terminate your service. Accordingly, as mentioned above, AT&T Mobility will terminate your service on all of your AT&T wireless accounts effective April 4. You can retain your phone numbers by porting-out your service to another provider before that date. If you fail to take your numbers to another provider before that date, your new provider will have to give you different numbers. AT&T will waive your Early Termination Fee; however, you will be responsible for the remaining balance on your account at the time of termination.

Any further inquiries to AT&T should be directed in writing to Jim Camberis at the following address: 2550 Interstate Drive, Harrisburg PA 17110.

Sincerely,



Stephanie Maidlow

SM/ask



UPS Next Day Air
UPS Worldwide Express

Shipping Document

See Instructions on back. Visit UPS.com® or call 1-800-PICK-UPS® (800-742-5877) for additional information and UPS Tariff/Terms and Conditions.

TRACKING NUMBER 1Z F55 161 22 1003 1657

SHIPMENT FROM

SHIPPER'S
UPS
ACCOUNT
NUMBER

F55161

REFERENCE NUMBER

NAME

A. Kraenzlein

TELEPHONE

313-223-6893

COMPANY

AT&T

STREET ADDRESS

444 MICHIGAN #1750

CITY AND STATE

DETROIT

ZIP CODE

MI 48226

NAME

Jim Chelmonski

TELEPHONE

COMPANY

STREET ADDRESS

1650 N. Northwest Hwy

DEPT./FLR.

1650

Pay to Cash
Delivery

CITY AND STATE

Chicago, IL

ZIP CODE

60631

3	WEIGHT Enter "LTR" if Letter	DIMENSIONAL WEIGHT If Applicable
4	WEIGHT L T R	
5	TYPE OF SERVICE <input checked="" type="checkbox"/> NEXT DAY AIR	FOR WORLDWIDE EXPRESS SHIPMENTS Mark an "X" in this box if shipment only contains documents of no commercial value.
6	OPTIONAL SERVICES <input type="checkbox"/> SATURDAY PICKUP See instructions. <input type="checkbox"/> DECLARED VALUE FOR CARRIAGE Contents are automatically protected up to \$100. For declared value over \$100, see instructions. <input type="checkbox"/> C.O.D. If C.O.D., enter amount to be collected and attach completed UPS C.O.D. tag to package. <input type="checkbox"/> An Additional Handling Charge items. See instructions.	
7	ADDITIONAL HANDLING CHARGE	
8	TOTAL CHARGE	
9	RECEIVER'S / THIRD PARTY'S UPS ACCT. NO. OF	

THIRD PARTY'S COMPANY NAME

STREET ADDRESS

CITY AND STATE

SHIPPER'S SIGNATURE XGALICOLI

EX-0386

FORM 1120-003 10/97 S

ATT-0106
CONFIDENTIAL



Proof of Delivery

[Close Window](#)

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

Tracking Number:	1ZF551612210031657
Service:	UPS Next Day Air®
Shipped/Billed On:	03/17/2011
Delivered On:	03/18/2011 9:33 A.M.
Delivered To:	CHICAGO, IL, US
Left At:	Front Door

Thank you for giving us this opportunity to serve you.

Sincerely,

UPS

Tracking results provided by UPS: 03/30/2011 12:30 P.M. ET

[Print This Page](#)

[Close Window](#)

ATT-0107
CONFIDENTIAL



Nate Camper
Area Manager
Office of the President
17000 Cantrell Rd
Little Rock, AR 72223

T: 501-862-2002
F: 501-862-2003

April 1, 2013

Jim Chelmowski
800 Busse Hwy
Park Ridge, IL 60068-2378

Dear Mr. Chelmowski,

Thank you for taking the time to bring your concerns regarding your wireless service to our attention. AT&T would like to take this opportunity to express our most sincere apology for any frustration or inconvenience you may have recently experienced in attempting to resolve your issue.

AT&T has received notification that you have filed a complaint regarding your Fast Forward service and an issue retrieving your voicemails.

In response, the Office of the President has attempted to reach you to discuss the issue; however, we have been unsuccessful in reaching you to provide the details of our resolution. In regards to your voicemail concern, we have set up a temporary password for you to access any remaining voicemails associated with the line ending in 0000. In order to do so, you will need to call me so that I can remove the forward feature and allow you to access the voicemail to listen to any unheard messages. It is very important that we complete this as soon as possible. The feature is designed so that messages expire after 22 days of initial receipt unless they are resaved.

We apologize for any inconvenience this may have caused you. If you would like to discuss this matter please call me at 501-862-2002.

Respectfully,

A handwritten signature in cursive script that reads "Nathaniel Camper".

Nathaniel Camper

Area Manager
Office of the President
17000 Cantrell Rd.
Little Rock, AR. 72223

GREEN, THOMAS J (Legal)

From: JACOB, NAYREE Y
Sent: Monday, February 28, 2011 11:09 AM
To: CAMBERIS, JAMES
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498
Attachments: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

From: RUDLOFF, TROY (ATTCINW)
Sent: Thursday, May 13, 2010 12:49 PM
To: JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Jim,

Thank you for the voice mail. In meetings all day- please continue to work through Nayree and Imk if there are gray areas you need help with. I will encourage us to error on the side of the customer, while using good judgment, of course. Clear as mud, right? :)

Thanks again for your help!

Troy Rudloff
IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

From: RUDLOFF, TROY (ATTCINW)
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Sent: Thu May 13 08:27:32 2010
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thank you for the quick response, Vicki. Please continue to keep me posted, let me know how I can help support you, and be patient with me if I annoyingly forward requests for updates. :)

Troy Rudloff
IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)
Sent: Thu May 13 07:50:27 2010
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498
EX-0389

ATT-0109
CONFIDENTIAL

We will update all of you. My first thought on the Wireline side is the check 6713732081 9/16/07 for \$305.88 was made out to Gateway Mortgage Group and possibly Mr. Chelmowski can't cash it, but it is only my first thought. I will fact-find to be sure.

Thanks
Vicki

From: YOUNG, MICHELE D (ATTOPS)
Sent: Wednesday, May 12, 2010 2:54 PM
To: Customer Advocacy Midwest
Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski)
Importance: High

Midwest - Would appreciate your investigation and handling of the complaint below. Please provide feedback to Lisa, with a copy to Brenda and me, once this customer has been contacted for resolution. Thank you.

Michele Young <><
Assistant to Brenda K. Wilson
Executive Director
AT&T Customer Advocacy Executive Office
☎ 314-235-9600
☎ 800-283-6407

From: FORKIN, LISA M (ATTMSI)
Sent: Wednesday, May 12, 2010 12:16 PM
To: WILSON, BRENDA K (ATTOPS)
Cc: YOUNG, MICHELE D (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer

Please handle. Thank you.

From: FANCHER, JEFF (ATTSI)
Sent: Wednesday, May 12, 2010 12:15 PM
To: FORKIN, LISA M (ATTMSI)
Subject: FW: AT&T destroys a 17 year customer

Please forward to executive complaints.

From: Jim Chelmowski [mailto:jim@expertfinancing.com]
Sent: Wednesday, May 12, 2010 1:10 PM
To: jeff.fancher@att.com
Subject: AT&T destroys a 17 year customer

Dear

EX-0390

- 3) Been charged hundreds of dollars in late charges
- 4) Collection companies would be harassing me
- 5) More

Since you overcharged and extorted money from my credit card, it is ok and I should either forget about it let ATT keep the illegal money from me or spend weeks of my time and expense to try to get it from ATT.

How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626



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Attachments: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

From: RUDLOFF, TROY (ATTCINW)
Sent: Thursday, May 13, 2010 12:49 PM
To: JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

From: RUDLOFF, TROY (ATTCINW)
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Sent: Thu May 13 08:27:32 2010
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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Troy Rudloff
IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)
Sent: Thu May 13 07:50:27 2010
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

EX-0392

Troy,

It is a partnership. I (being telco) am addressing the refund check of 2007 for \$305.88. Jim is addressing the other issues.

Please feel free to let us know if you need anything else from us.

Thanks
Vicki

From: RUDLOFF, TROY (ATTCINW)
Sent: Wednesday, May 12, 2010 11:06 PM
To: CAMBERIS, JAMES (ATTCINW); JACOB, NAYREE Y (ATTCINW); MOSS, VICKI (ATTASIAIT)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Jim and Vicki,

Thank you so much for taking the lead with Mr. Chelmowski. Nayree and I were asked by my boss, Dave Fine, and Ralph De La Vega to contact Mr. Chelmowski and resolve his open items by EOD tomorrow. Given this history you have with Mr. Chelmowski, it appears that I would not help in achieving this customer's perception of "One AT&T" by getting involved any more than you ask me to. In my response back to Dave and Ralph, who can I tell them owns resolution?

Thanks again and please let me know how I can support you!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: CAMBERIS, JAMES (ATTCINW)
Sent: Wednesday, May 12, 2010 4:59 PM
To: JACOB, NAYREE Y (ATTCINW)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Jim Camberis
Manager Office of the President/Executive Appeals AT&T Mobility
North Central Region

From: MOSS, VICKI (ATTASIAIT) **On Behalf Of** Customer Advocacy Midwest
Sent: Wednesday, May 12, 2010 2:04 PM
To: YOUNG, MICHELE D (ATTOPS); Customer Advocacy Midwest; CAMBERIS, JAMES (ATTCINW)
Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

All,

We all ready have this. Jim Camberis is addressing wireless issues and I am addressing the check of \$305.88 from 9/07 final bill that we issued when the customer ported service away from AT&T.

I spoke with the customer this morning. Jim has spoken with the customer several times. The customer has sent emails to Mr. Stephenson, Mr. Ray Wilkins and the stockholders already today, same as below.

EX-0393

We will update all of you. My first thought on the Wireline side is the check 6713732081 9/16/07 for \$305.88 was made out to Gateway Mortgage Group and possibly Mr. Chelmowski can't cash it, but it is only my first thought. I will fact-find to be sure.

Thanks
Vicki

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To: Customer Advocacy Midwest
Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski)
Importance: High

Midwest - Would appreciate your investigation and handling of the complaint below. Please provide feedback to Lisa, with a copy to Brenda and me, once this customer has been contacted for resolution. Thank you.

Michele Young <><
Assistant to Brenda K. Wilson
Executive Director
AT&T Customer Advocacy Executive Office
314-235-9600
800-283-6407

From: FORKIN, LISA M (ATTMSI)
Sent: Wednesday, May 12, 2010 12:16 PM
To: WILSON, BRENDA K (ATTOPS)
Cc: YOUNG, MICHELE D (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer

Please handle. Thank you.

From: FANCHER, JEFF (ATTSI)
Sent: Wednesday, May 12, 2010 12:15 PM
To: FORKIN, LISA M (ATTMSI)
Subject: FW: AT&T destroys a 17 year customer

Please forward to executive complaints.

From: Jim Chelmowski [mailto:jim@expertfinancing.com]
Sent: Wednesday, May 12, 2010 1:10 PM
To: jeff.fancher@att.com
Subject: AT&T destroys a 17 year customer

Dear
EX-0394

I have been a customer of ATT wireless for about 17 years. A landline buisness customer for ove r10 years, too.

In my book, I value loyalty and this is why I am bringing this to your attention before I contact the Illinois Attorney General, FCC and other appropriate agencies.

First for almost 3 years, I have been trying to get excessive amount ATT over bill and extorted on my credit card. No one will give me the money. I believe this could be wire fraud.

Secondly I tried converting 2 of my 4 lines to Ooma, a VOIP phone company. Which initially someone in corporate relations was trying to convince me to keep with ATT and I explained it would cheaper and I would have more control, these 2 numbers have been using ATT fast forward for years. I have not used these phones or change them for over a year. I tried getting these phone numbers ported. ATT keep rejecting the porting. I provided Ooma with my password and copies of the bills and rejection continued. I had a 60 day refund for part of the system and after 57 days trying to get my numbers ported. I was forced to cut my loss and stop the porting process with Ooma. I still was out some money and a lot of time.

Now the problems start getting VERY Costly. Somehow the number which my vanity number (was a land line port over to ATT about 4 years ago) 847-768-0000 which is the number on all my cards, call backs and advertising, the fast forward call forwarding was canceled and my phone calls were going to a voicemail on the 847-768-0000. I have not used this voicemail for over 4 years. I did not know when clients, prospects and referral partners were calling me and leaving messages because it was not forwarded to my 847-744-5626 number. This cost me thousands of dollars and at least one referral partner.

When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles for the other device. If I could bottle this we would not have any energy problems for ever. The said that is what must have happened because ATT is perfect and did nothing.

I can't even connect the Fast Froward because I cannot find all the components which ATT said I connected last month. Houdini would be proud of me using telepathic powers, creating electricity and connecting devices which are miles apart and not plugged in and need to be connected.

This is totally disgusting, the way you treat a loyal customer probable in the top 1% of cell phone loyalty in your entire company.

Please contact me as soon as possible before I am forced to contact the authorities. I tried to call you and they would not connect or give me your email address.

I just spoke to Jim at Executive department the person who was suppose to get the \$300 or connect me with the person 2 ½ years ago. I am still waiting! He said I will get a call back from ATT land line and that he has nothing to do with this even though this is ATT. Last time he said this I waited 2 years made was put on hold for hours and still you have my money. So here we go again. He confirmed that all the problems above were MY FAULT and ATT was PERFECT. WOW!!!

If I owed you \$300 for almost 3 years, the following would have happened

- 1) You would have destroyed my credit
- 2) Put my account in collections
EX-0395

- 3) Been charged hundreds of dollars in late charges
- 4) Collection companies would be harassing me
- 5) More

Since you overcharged and extorted money from my credit card, it is ok and I should either forget about it let ATT keep the illegal money from me or spend weeks of my time and expense to try to get it from ATT.

How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626



GREEN, THOMAS J (Legal)

From: RUDLOFF, TROY
Sent: Monday, May 17, 2010 9:38 AM
To: JACOB, NAYREE Y
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Nayree,

Please reach out to Vicki, James, and Shirley (see below) this morning. I'll be with Dave for a while this morning, but will check email for any updates.

Thank you!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

-----Original Message-----

From: MOSS, VICKI (ATTASIAIT)
Sent: Monday, May 17, 2010 8:36 AM
To: RUDLOFF, TROY (ATTCINW)
Subject: Out of Office AutoReply: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

I am currently out of the office until the afternoon of 5-19. If this email is urgent and cannot wait until my return, please contact Shirley Anderson at 317-265-3044. Thanks

GREEN, THOMAS J (Legal)

From: RUDLOFF, TROY
Sent: Monday, May 17, 2010 9:37 AM
To: ANDERSON, SHIRLEY A
Cc: CAMBERIS, JAMES; JACOB, NAYREE Y
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Importance: High

Hi Shirley,

I just received Vicki's out of office message. Who is contacting Mr. Chelmowski in Vicki's absence?

Thank you,

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 8:36 AM
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Good morning, Vicki and Jim. What is the latest?

I apologize for nagging you on this one... I'm only contacting you for updates every 3rd time I receive a request from Leadership. ☺ Lot of eyes are on this one, so please let me know if:

1. There's additional work to be done that I can help with.
2. You're having difficulty navigating internal channels – I might be able to help you escalate.

Thanks again!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
Sent: Friday, May 14, 2010 7:41 AM
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

EX-0398

We have not completed our review. As soon as we do, all will be updated.

Thanks,
Vicki

From: RUDLOFF, TROY (ATTCINW)
Sent: Friday, May 14, 2010 8:29 AM
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thanks for the follow up, Vicki. Was the original check cashed? What do we plan to offer for resolution for him?

Troy Rudloff
IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Sent: Fri May 14 06:41:08 2010
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Good Morning,

Jim Camberis and I talked yesterday. I did make a second call to Mr. Chelmowski that I was in receipt of "all" of his emails to "all" of our officers and Board of Directors. I advised him on voice mail and stated again of my conversation with him the day before that I'm looking into the 2007 check issue and will be back with him. Also, that Jim Camberis is addressing his other issues. I believe Jim was going to be out of the office today but we are in contact with each other.

We will keep you posted as to resolution with him.

Thanks
Vicki

From: RUDLOFF, TROY (ATTCINW)
Sent: Thursday, May 13, 2010 7:44 PM
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Vicki and Jim,

What's the latest with Mr. Chelmowski?

Troy Rudloff
IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161
EX-0399

From: MOSS, VICKI (ATTASIAIT)
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)
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Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

It is a partnership. I (being telco) am addressing the refund check of 2007 for \$305.88. Jim is addressing the other issues.

Please feel free to let us know if you need anything else from us.

Thanks
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Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Jim Camberis
Manager Office of the President/Executive AppealsAT&T Mobility
North Central Region

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Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

All, EX-0400

I spoke with the customer this morning. Jim has spoken with the customer several times. The customer has sent emails to Mr. Stephenson, Mr. Ray Wilkins and the stockholders already today, same as below.

Thanks
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When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles for the other device. If I could bottle this we would not have any energy problems for ever. The said that is what must have happened because ATT is perfect and did nothing.

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Sincerely

Jim Chelmowski

847-768-0000

847-744-5626



GREEN, THOMAS J (Legal)

From: RUDLOFF, TROY
Sent: Monday, May 17, 2010 9:51 AM
To: ANDERSON, SHIRLEY A
Cc: JACOB, NAYREE Y; CAMBERIS, JAMES
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thanks for the quick response, Shirley. Was Wednesday follow-up requested by the customer? If Mr. Chelmowski is waiting on us for a response, I'll be happy to work to resolution today (once updated with status).

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: ANDERSON, SHIRLEY A (ATTASIAIT)
Sent: Monday, May 17, 2010 8:49 AM
To: RUDLOFF, TROY (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

She left a message and said she would follow up on Wednesday... but I believe also said Jim Camberis is working on his issues?

Shirley

From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 9:37 AM
To: ANDERSON, SHIRLEY A (ATTASIAIT)
Cc: CAMBERIS, JAMES (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498
Importance: High

Hi Shirley,

I just received Vicki's out of office message. Who is contacting Mr. Chelmowski in Vicki's absence?

Thank you,

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 8:36 AM
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

EX-0404

Good morning, Vicki and Jim. What is the latest?

I apologize for nagging you on this one... I'm only contacting you for updates every 3rd time I receive a request from Leadership. ☺ Lot of eyes are on this one, so please let me know if:

1. There's additional work to be done that I can help with.
2. You're having difficulty navigating internal channels – I might be able to help you escalate.

Thanks again!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
Sent: Friday, May 14, 2010 7:41 AM
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

We have not completed our review. As soon as we do, all will be updated.

Thanks,
Vicki

From: RUDLOFF, TROY (ATTCINW)
Sent: Friday, May 14, 2010 8:29 AM
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thanks for the follow up, Vicki. Was the original check cashed? What do we plan to offer for resolution for him?

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AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

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To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Sent: Fri May 14 06:41:08 2010
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Good Morning,
EX-0405

Jim Camberis and I talked yesterday. I did make a second call to Mr. Chelmowski that I was in receipt of "all" of his emails to "all" of our officers and Board of Directors. I advised him on voice mail and stated again of my conversation with him the day before that I'm looking into the 2007 check issue and will be back with him. Also, that Jim Camberis is addressing his other issues. I believe Jim was going to be out of the office today but we are in contact with each other.

We will keep you posted as to resolution with him.

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Cc: CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)
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Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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Please feel free to let us know if you need anything else from us.

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Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Jim and Vicki,

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Mr. Chelmowski, it appears that I would not help in achieving this customer's perception of "One AT&T" by getting involved any more than you ask me to. In my response back to Dave and Ralph, who can I tell them owns resolution?

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Jim Camberis
Manager Office of the President/Executive Appeals AT&T Mobility
North Central Region

From: MOSS, VICKI (ATTASIAIT) **On Behalf Of** Customer Advocacy Midwest
Sent: Wednesday, May 12, 2010 2:04 PM
To: YOUNG, MICHELE D (ATTOPS); Customer Advocacy Midwest; CAMBERIS, JAMES (ATTCINW)
Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
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All,

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I spoke with the customer this morning. Jim has spoken with the customer several times. The customer has sent emails to Mr. Stephenson, Mr. Ray Wilkins and the stockholders already today, same as below.

We will update all of you. My first thought on the Wireline side is the check 6713732081 9/16/07 for \$305.88 was made out to Gateway Mortgage Group and possibly Mr. Chelmowski can't cash it, but it is only my first thought. I will fact-find to be sure.

Thanks
Vicki

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To: Customer Advocacy Midwest
Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski)
Importance: High

Midwest - Would appreciate your investigation and handling of the complaint below. Please provide feedback to Lisa, with a copy to Brenda and me, once this customer has been contacted for resolution. Thank you.

Michele Young <><
EX-6407

Assistant to Brenda K. Wilson
Executive Director
ATT&T Customer Advocacy Executive Office
☎ 314-235-9600
☎ 800-283-6407

From: FORKIN, LISA M (ATTMSI)
Sent: Wednesday, May 12, 2010 12:16 PM
To: WILSON, BRENDA K (ATTOPS)
Cc: YOUNG, MICHELE D (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer

Please handle. Thank you.

From: FANCHER, JEFF (ATTSI)
Sent: Wednesday, May 12, 2010 12:15 PM
To: FORKIN, LISA M (ATTMSI)
Subject: FW: AT&T destroys a 17 year customer

Please forward to executive complaints.

From: Jim Chelmowski [mailto:jim@expertfinancing.com]
Sent: Wednesday, May 12, 2010 1:10 PM
To: jeff.fancher@att.com
Subject: AT&T destroys a 17 year customer

Dear

I have been a customer of ATT wireless for about 17 years. A landline buisness customer for ove r10 years, too.

In my book, I value loyalty and this is why I am bringing this to your attention before I contact the Illinois Attorney General, FCC and other appropriate agencies.

First for almost 3 years, I have been trying to get excessive amount ATT over bill and extorted on my credit card. No one will give me the money. I believe this could be wire fraud.

Secondly I tried converting 2 of my 4 lines to Ooma, a VOIP phone company. Which initially someone in corporate relations was trying to convince me to keep with ATT and I explained it would cheaper and I would have more control, these 2 numbers have been using ATT fast forward for years. I have not used these phones or change them for over a year. I tried getting these phone numbers ported. ATT keep rejecting the porting. I provided Ooma with my password and copies of the bills and rejection continued. I had a 60 day refund for part of the system and after 57 days trying to get my numbers ported. I was forced to cut my loss and stop the porting process with Ooma. I still was out some money and a lot of time.

Now the problems start getting VERY Costly. Somehow the number which my vanity number (was a land line port over to ATT about 4 years ago) 847-768-0000 which is the number on all my cards, call backs and

advertising, the fast forward call forwarding was canceled and my phone calls were going to a voicemail on the 847-768-0000. I have not used this voicemail for over 4 years. I did not know when clients, prospects and referral partners were calling me and leaving messages because it was not forwarded to my 847-744-5626 number. This cost me thousands of dollars and at least one referral partner:

When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles for the other device. If I could bottle this we would not have any energy problems for ever. The said that is what must have happened because ATT is perfect and did nothing.

I can't even connect the Fast Forward because I cannot find all the components which ATT said I connected last month. Houdini would be proud of me using telepathic powers, creating electricity and connecting devices which are miles apart and not plugged in and need to be connected.

This is totally disgusting, the way you treat a loyal customer probable in the top 1% of cell phone loyalty in your entire company.

Please contact me as soon as possible before I am forced to contact the authorities. I tried to call you and they would not connect or give me your email address.

I just spoke to Jim at Executive department the person who was suppose to get the \$300 or connect me with the person 2 ½ years ago. I am still waiting! He said I will get a call back from ATT land line and that he has nothing to do with this even though this is ATT. Last time he said this I waited 2 years made was put on hold for hours and still you have my money. So here we go again. He confirmed that all the problems above were MY FAULT and ATT was PERFECT. WOW!!!

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Sincerely

Jim Chelmowski

847-768-0000
EX-0409

ATT-0131
CONFIDENTIAL

847-744-5626



GREEN, THOMAS J (Legal)

From: JACOB, NAYREE Y
Sent: Monday, February 28, 2011 11:05 AM
To: CAMBERIS, JAMES
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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Assistant to Brenda K. Wilson

Executive Director

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☎ 800-283-6407

AT&T Proprietary (Internal Use Only)

This page is not to be distributed outside of AT&T. It is a confidential document and its contents are not to be disclosed to the public.

It is the policy of AT&T to provide the best possible service to its customers. If you are having a problem with your service, please contact your local AT&T office. If you are having a problem with your bill, please contact your local AT&T office. If you are having a problem with your account, please contact your local AT&T office. If you are having a problem with your service, please contact your local AT&T office. If you are having a problem with your bill, please contact your local AT&T office. If you are having a problem with your account, please contact your local AT&T office.

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847-744-5626



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To: CAMBERIS, JAMES
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Attachments: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498; RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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To: ANDERSON, SHIRLEY A (ATTASIAIT)
Cc: JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Please do, Shirley. Nayree on my team will be following up with you for an update and provide help to get resolution. Thanks for all your help!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: ANDERSON, SHIRLEY A (ATTASIAIT)
Sent: Monday, May 17, 2010 8:53 AM
To: RUDLOFF, TROY (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Sorry, I am not sure. I really don't know anything about the case. I can look through her case notes if needed.

Shirley Anderson
Manager, Customer Appeals

From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 9:51 AM
To: ANDERSON, SHIRLEY A (ATTASIAIT)
Cc: JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thanks for the quick response, Shirley. Was Wednesday follow-up requested by the customer? If Mr. Chelmowski is waiting on us for a response, I'll be happy to work to resolution today (once updated with status).

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161
EX-0415

From: ANDERSON, SHIRLEY A (ATTASIAIT)
Sent: Monday, May 17, 2010 8:49 AM
To: RUDLOFF, TROY (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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EX-0416

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I spoke with the customer this morning. Jim has spoken with the customer several times. The customer has sent emails to Mr. Stephenson, Mr. Ray Wilkins and the stockholders already today, same as below.

We will update all of you. My first thought on the Wireline side is the check 6713732081 9/16/07 for \$305.88 was made out to Gateway Mortgage Group and possibly Mr. Chelmowski can't cash it, but it is only my first thought. I will fact-find to be sure.

Thanks
Vicki

From: YOUNG, MICHELE D (ATTOPS)
Sent: Wednesday, May 12, 2010 2:54 PM
To: Customer Advocacy Midwest
Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski)
Importance: High

Midwest - Would appreciate your investigation and handling of the complaint below. Please provide feedback to Lisa, with a copy to Brenda and me, once this customer has been contacted for resolution. Thank you.

Michele Young <><
Assistant to Brenda K. Wilson
Executive Director
AT&T Customer Advocacy Executive Office
314-235-9600
800-283-6407

From: FORKIN, LISA M (ATTMSI)
Sent: Wednesday, May 12, 2010 12:16 PM
To: WILSON, BRENDA K (ATTOPS)
Cc: YOUNG, MICHELE D (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer

Please handle. Thank you.

EX-0419

From: FANCHER, JEFF (ATTSI)
Sent: Wednesday, May 12, 2010 12:15 PM
To: FORKIN, LISA M (ATTMSI)
Subject: FW: AT&T destroys a 17 year customer

Please forward to executive complaints.

From: Jim Chelmowski [mailto:jim@expertfinancing.com]
Sent: Wednesday, May 12, 2010 1:10 PM
To: jeff.fancher@att.com
Subject: AT&T destroys a 17 year customer

Dear

I have been a customer of ATT wireless for about 17 years. A landline buisness customer for ove r10 years, too.

In my book, I value loyalty and this is why I am bringing this to your attention before I contact the Illinois Attorney General, FCC and other appropriate agencies.

First for almost 3 years, I have been trying to get excessive amount ATT over bill and extorted on my credit card. No one will give me the money. I believe this could be wire fraud.

Secondly I tried converting 2 of my 4 lines to Ooma, a VOIP phone company. Which initially someone in corporate relations was trying to convince me to keep with ATT and I explained it would cheaper and I would have more control, these 2 numbers have been using ATT fast forward for years. I have not used these phones or change them for over a year. I tried getting these phone numbers ported. ATT keep rejecting the porting. I provided Ooma with my password and copies of the bills and rejection continued. I had a 60 day refund for part of the system and after 57 days trying to get my numbers ported. I was forced to cut my loss and stop the porting process with Ooma. I still was out some money and a lot of time.

Now the problems start getting VERY Costly. Somehow the number which my vanity number (was a land line port over to ATT about 4 years ago) 847-768-0000 which is the number on all my cards, call backs and advertising, the fast forward call forwarding was canceled and my phone calls were going to a voicemail on the 847-768-0000. I have not used this voicemail for over 4 years. I did not know when clients, prospects and referral partners were calling me and leaving messages because it was not forwarded to my 847-744-5626 number. This cost me thousands of dollars and at least one referral partner.

When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles for the other device. If I could bottle this we would not have any energy problems for ever. The said that is what must have happened because ATT is perfect and did nothing.

I can't even connect the Fast Froward because I cannot find all the components which ATT said I connected last month. Houdini would be proud of me using telepathic powers, creating electricity and connecting devices which are miles apart and not plugged in and need to be connected.

This is totally disgusting, the way you treat a loyal customer probable in the top 1% of cell phone loyalty in your entire company.

EX-0420

Please contact me as soon as possible before I am forced to contact the authorities. I tried to call you and they would not connect or give me your email address.

I just spoke to Jim at Executive department the person who was suppose to get the \$300 or connect me with the person 2 ½ years ago. I am still waiting! He said I will get a call back from ATT land line and that he has nothing to do with this even though this is ATT. Last time he said this I waited 2 years made was put on hold for hours and still you have my money. So here we go again. He confirmed that all the problems above were MY FAULT and ATT was PERFECT. WOW!!!

If I owed you \$300 for almost 3 years, the following would have happened

- 1) You would have destroyed my credit
- 2) Put my account in collections
- 3) Been charged hundreds of dollars in late charges
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- 5) More

Since you overcharged and extorted money from my credit card, it is ok and I should either forget about it let ATT keep the illegal money from me or spend weeks of my time and expense to try to get it from ATT.

How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626



GREEN, THOMAS J (Legal)

From: ANDERSON, SHIRLEY A
Sent: Monday, May 17, 2010 1:06 PM
To: RUDLOFF, TROY
Cc: JACOB, NAYREE Y; CAMBERIS, JAMES; MOSS, VICKI (ATTASIAIT)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Vicki has referred the issue regarding the check to an Exec Office Billing Specialist for investigation.

This is Vicki's note from 5/13:

Left vm that I have all of the emails to our officers and as discussed yesterday with him I am addressing the check issue of 2007 and Jim Camberis in wireless is addressing his other concerns.

It does not really say when she is to follow up with the customer, but I am assuming on Wed as that was what she indicated in her vm to me.

Shirley Anderson
Manager, Customer Appeals

From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 11:14 AM
To: ANDERSON, SHIRLEY A (ATTASIAIT)
Cc: JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Please do, Shirley. Nayree on my team will be following up with you for an update and provide help to get resolution. Thanks for all your help!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: ANDERSON, SHIRLEY A (ATTASIAIT)
Sent: Monday, May 17, 2010 8:53 AM
To: RUDLOFF, TROY (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Sorry, I am not sure. I really don't know anything about the case. I can look through her case notes if needed.

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From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 9:51 AM
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Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thanks for the quick response, Shirley. Was Wednesday follow-up requested by the customer? If Mr. Chelmowski is waiting on us for a response, I'll be happy to work to resolution today (once updated with status).

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
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From: ANDERSON, SHIRLEY A (ATTASIAIT)
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To: RUDLOFF, TROY (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

She left a message and said she would follow up on Wednesday... but I believe also said Jim Camberis is working on his issues?

Shirley

From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 9:37 AM
To: ANDERSON, SHIRLEY A (ATTASIAIT)
Cc: CAMBERIS, JAMES (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498
Importance: High

Hi Shirley,

I just received Vicki's out of office message. Who is contacting Mr. Chelmowski in Vicki's absence?

Thank you,

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 8:36 AM
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Good morning, Vicki and Jim. What is the latest?

I apologize for nagging you on this one... I'm only contacting you for updates every 3rd time I receive a request from Leadership. ☺ Lot of eyes are on this one, so please let me know if:

1. There's additional work to be done that I can help with.
2. You're having difficulty navigating internal channels – I might be able to help you escalate.

Thanks again!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
Sent: Friday, May 14, 2010 7:41 AM
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

We have not completed our review. As soon as we do, all will be updated.

Thanks,
Vicki

From: RUDLOFF, TROY (ATTCINW)
Sent: Friday, May 14, 2010 8:29 AM
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Thanks for the follow up, Vicki. Was the original check cashed? What do we plan to offer for resolution for him?

Troy Rudloff
IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Sent: Fri May 14 06:41:08 2010
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Good Morning,

Jim Camberis and I talked yesterday. I did make a second call to Mr. Chelmowski that I was in receipt of "all" of his emails to "all" of our officers and Board of Directors. I advised him on voice mail and stated again of my conversation with him the day before that I'm looking into the 2007 check issue and will be back with him. Also, that Jim Camberis is addressing his other issues. I believe Jim was going to be out of the office today but we are in contact with each other.

We will keep you posted as to resolution with him.

Thanks
Vicki

From: RUDLOFF, TROY (ATTCINW)
Sent: Thursday, May 13, 2010 7:44 PM
To: MOSS, VICKI (ATTASIAIT); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: Re: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Vicki and Jim,

What's the latest with Mr. Chelmowski?

Troy Rudloff
IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)
Sent: Thu May 13 07:50:27 2010
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

It is a partnership. I (being telco) am addressing the refund check of 2007 for \$305.88. Jim is addressing the other issues.

Please feel free to let us know if you need anything else from us.

Thanks
Vicki

From: RUDLOFF, TROY (ATTCINW)
Sent: Wednesday, May 12, 2010 11:06 PM
To: CAMBERIS, JAMES (ATTCINW); JACOB, NAYREE Y (ATTCINW); MOSS, VICKI (ATTASIAIT)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Jim and Vicki,

Thank you so much for taking the lead with Mr. Chelmowski. Nayree and I were asked by my boss, Dave Fine, and Ralph De La Vega to contact Mr. Chelmowski and resolve his open items by EOD tomorrow. Given this history you have with Mr. Chelmowski, it appears that I would not help in achieving this customer's perception of "One AT&T" by getting involved any more than you ask me to. In my response back to Dave and Ralph, who can I tell them owns resolution?

Thanks again and please let me know how I can support you!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: CAMBERIS, JAMES (ATTCINW)
Sent: Wednesday, May 12, 2010 4:59 PM
EX-0425

To: JACOB, NAYREE Y (ATTCINW)

Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Jim Camberis

Manager Office of the President/Executive Appeals AT&T Mobility

North Central Region

From: MOSS, VICKI (ATTASIAIT) **On Behalf Of** Customer Advocacy Midwest

Sent: Wednesday, May 12, 2010 2:04 PM

To: YOUNG, MICHELE D (ATTOPS); Customer Advocacy Midwest; CAMBERIS, JAMES (ATTCINW)

Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)

Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

All,

We all ready have this. Jim Camberis is addressing wireless issues and I am addressing the check of \$305.88 from 9/07 final bill that we issued when the customer ported service away from AT&T.

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Vicki

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Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski)

Importance: High

Midwest - Would appreciate your investigation and handling of the complaint below. Please provide feedback to Lisa, with a copy to Brenda and me, once this customer has been contacted for resolution. Thank you.

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Assistant to Brenda K. Wilson

Executive Director

AT&T Customer Advocacy Executive Office

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EX-0427

ATT-0149
CONFIDENTIAL

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How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626



GREEN, THOMAS J (Legal)

From: ANDERSON, SHIRLEY A
Sent: Monday, May 17, 2010 1:32 PM
To: JACOB, NAYREE Y; RUDLOFF, TROY
Cc: CAMBERIS, JAMES; MOSS, VICKI (ATTASIAIT)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

We can ask. Unfortunately they are way behind right now.

From: JACOB, NAYREE Y (ATTCINW)
Sent: Monday, May 17, 2010 1:20 PM
To: ANDERSON, SHIRLEY A (ATTASIAIT); RUDLOFF, TROY (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Shirley,

Is there contact information for the Billing Specialist? Just looking to see if I can contact he/she to follow up today?

Thanks,
Nayree

From: ANDERSON, SHIRLEY A (ATTASIAIT)
Sent: Monday, May 17, 2010 12:06 PM
To: RUDLOFF, TROY (ATTCINW)
Cc: JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Vicki has referred the issue regarding the check to an Exec Office Billing Specialist for investigation.

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Shirley Anderson
Manager, Customer Appeals

From: RUDLOFF, TROY (ATTCINW)
Sent: Monday, May 17, 2010 11:14 AM
To: ANDERSON, SHIRLEY A (ATTASIAIT)
Cc: JACOB, NAYREE Y (ATTCINW); CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Please do, Shirley. Nayree on my team will be following up with you for an update and provide help to get resolution. Thanks for all your help!

Troy Rudloff
EX-0429

IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: ANDERSON, SHIRLEY A (ATTASIAIT)
Sent: Monday, May 17, 2010 8:53 AM
To: RUDLOFF, TROY (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Sorry, I am not sure. I really don't know anything about the case. I can look through her case notes if needed.

Shirley Anderson
Manager, Customer Appeals

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Sent: Monday, May 17, 2010 9:51 AM
To: ANDERSON, SHIRLEY A (ATTASIAIT)
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Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

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To: RUDLOFF, TROY (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Troy,

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Importance: High

Hi Shirley,

I just received Vicki's out of office message. Who is contacting Mr. Chelmowski in Vicki's absence?

Thank you,
EX-0430

ATT-0152
CONFIDENTIAL

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

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Thanks again!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
Sent: Friday, May 14, 2010 7:41 AM
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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Thanks for the follow up, Vicki. Was the original check cashed? What do we plan to offer for resolution for him?

Troy Rudloff
IL/WI Sales Operations
AT&T Mobility

EX-0431

Ofc: 847-765-4695
Mbl: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW)
Sent: Fri May 14 06:41:08 2010
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

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Troy Rudloff
IL/WI Sales Operations
AT&T Mobility
Ofc: 847-765-4695
Mbl: 404-202-4161

From: MOSS, VICKI (ATTASIAIT)
To: RUDLOFF, TROY (ATTCINW); JACOB, NAYREE Y (ATTCINW)
Cc: CAMBERIS, JAMES (ATTCINW); MOSS, VICKI (ATTASIAIT)
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Please feel free to let us know if you need anything else from us.

Thanks
Vicki

EX-0432

ATT-0154
CONFIDENTIAL

From: RUDLOFF, TROY (ATTCINW)
Sent: Wednesday, May 12, 2010 11:06 PM
To: CAMBERIS, JAMES (ATTCINW); JACOB, NAYREE Y (ATTCINW); MOSS, VICKI (ATTASIAIT)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Hi Jim and Vicki,

Thank you so much for taking the lead with Mr. Chelmowski. Nayree and I were asked by my boss, Dave Fine, and Ralph De La Vega to contact Mr. Chelmowski and resolve his open items by EOD tomorrow. Given this history you have with Mr. Chelmowski, it appears that I would not help in achieving this customer's perception of "One AT&T" by getting involved any more than you ask me to. In my response back to Dave and Ralph, who can I tell them owns resolution?

Thanks again and please let me know how I can support you!

Troy Rudloff
IL/WI Sales Operations
Office: 847-765-4695
Mobile: 404-202-4161

From: CAMBERIS, JAMES (ATTCINW)
Sent: Wednesday, May 12, 2010 4:59 PM
To: JACOB, NAYREE Y (ATTCINW)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

Jim Camberis
Manager Office of the President/Executive AppealsAT&T Mobility
North Central Region

From: MOSS, VICKI (ATTASIAIT) **On Behalf Of** Customer Advocacy Midwest
Sent: Wednesday, May 12, 2010 2:04 PM
To: YOUNG, MICHELE D (ATTOPS); Customer Advocacy Midwest; CAMBERIS, JAMES (ATTCINW)
Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
Subject: RE: AT&T destroys a 17 year customer (Jim Chelmowski) CITRIS IL1002498

All,

We all ready have this. Jim Camberis is addressing wireless issues and I am addressing the check of \$305.88 from 9/07 final bill that we issued when the customer ported service away from AT&T.

I spoke with the customer this morning. Jim has spoken with the customer several times. The customer has sent emails to Mr. Stephenson, Mr. Ray Wilkins and the stockholders already today, same as below.

We will update all of you. My first thought on the Wireline side is the check 6713732081 9/16/07 for \$305.88 was made out to Gateway Mortgage Group and possibly Mr. Chelmowski can't cash it, but it is only my first thought. I will fact-find to be sure.

Thanks
Vicki

From: YOUNG, MICHELE D (ATTOPS)
Sent: Wednesday, May 12, 2010 2:54 PM
EX-0433

ATT-0155
CONFIDENTIAL

To: Customer Advocacy Midwest
Cc: WILSON, BRENDA K (ATTOPS); WILSON, LESLIE A (ATTASIAIT); STROHL, JENNIFER (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer (Jim Chelmowski)
Importance: High

Midwest - Would appreciate your investigation and handling of the complaint below. Please provide feedback to Lisa, with a copy to Brenda and me, once this customer has been contacted for resolution. Thank you.

Michele Young <>>

Assistant to Brenda K. Wilson

Executive Director

AT&T Customer Advocacy Executive Office

☎ 314-235-9600

☎ 800-283-6407

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From: FORKIN, LISA M (ATTMSI)
Sent: Wednesday, May 12, 2010 12:16 PM
To: WILSON, BRENDA K (ATTOPS)
Cc: YOUNG, MICHELE D (ATTOPS)
Subject: FW: AT&T destroys a 17 year customer

Please handle. Thank you.

From: FANCHER, JEFF (ATTSI)
Sent: Wednesday, May 12, 2010 12:15 PM
To: FORKIN, LISA M (ATTMSI)
Subject: FW: AT&T destroys a 17 year customer

Please forward to executive complaints.

From: Jim Chelmowski [mailto:jim@expertfinancing.com]
Sent: Wednesday, May 12, 2010 1:10 PM
To: jeff.fancher@att.com
Subject: AT&T destroys a 17 year customer

Dear

I have been a customer of ATT wireless for about 17 years. A landline buisness customer for ove r10 years, too.

In my book, I value loyalty and this is why I am bringing this to your attention before I contact the Illinois Attorney General, FCC and other appropriate agencies.

First for almost 3 years, I have been trying to get excessive amount ATT over bill and extorted on my credit card. No one will give me the money. I believe this could be wire fraud.

EX-0434

Secondly I tried converting 2 of my 4 lines to Ooma, a VOIP phone company. Which initially someone in corporate relations was trying to convince me to keep with ATT and I explained it would be cheaper and I would have more control, these 2 numbers have been using ATT fast forward for years. I have not used these phones or change them for over a year. I tried getting these phone numbers ported. ATT keep rejecting the porting. I provided Ooma with my password and copies of the bills and rejection continued. I had a 60 day refund for part of the system and after 57 days trying to get my numbers ported. I was forced to cut my loss and stop the porting process with Ooma. I still was out some money and a lot of time.

Now the problems start getting VERY Costly. Somehow the number which my vanity number (was a land line port over to ATT about 4 years ago) 847-768-0000 which is the number on all my cards, call backs and advertising, the fast forward call forwarding was canceled and my phone calls were going to a voicemail on the 847-768-0000. I have not used this voicemail for over 4 years. I did not know when clients, prospects and referral partners were calling me and leaving messages because it was not forwarded to my 847-744-5626 number. This cost me thousands of dollars and at least one referral partner.

When I told ATT corporate department, they said ATT did nothing, it was my entire fault. The phone is packed away in a storage room without electricity. The fast forward unit is somewhere else. So how I created electricity from now where and connect a device that was at least 5 miles for the other device. If I could bottle this we would not have any energy problems for ever. They said that is what must have happened because ATT is perfect and did nothing.

I can't even connect the Fast Forward because I cannot find all the components which ATT said I connected last month. Houdini would be proud of me using telepathic powers, creating electricity and connecting devices which are miles apart and not plugged in and need to be connected.

This is totally disgusting, the way you treat a loyal customer probable in the top 1% of cell phone loyalty in your entire company.

Please contact me as soon as possible before I am forced to contact the authorities. I tried to call you and they would not connect or give me your email address.

I just spoke to Jim at Executive department the person who was suppose to get the \$300 or connect me with the person 2 ½ years ago. I am still waiting! He said I will get a call back from ATT land line and that he has nothing to do with this even though this is ATT. Last time he said this I waited 2 years made was put on hold for hours and still you have my money. So here we go again. He confirmed that all the problems above were MY FAULT and ATT was PERFECT. WOW!!!

If I owed you \$300 for almost 3 years, the following would have happened

- 1) You would have destroyed my credit
- 2) Put my account in collections
- 3) Been charged hundreds of dollars in late charges
- 4) Collection companies would be harassing me
- 5) More

Since you overcharged and extorted money from my credit card, it is ok and I should either forget about it let ATT keep the illegal money from me or spend weeks of my time and expense to try to get it from ATT.

EX-0435

How can a company treat someone like this, also in the past I help ATT with beta testing phones which I volunteer my time for this.

Sincerely

Jim Chelmowski

847-768-0000

847-744-5626

